



COMMUNITY RESPONSIBILITIES FOR MAKING NEIGHBORHOOD POLICING WORK IN SAN DIEGO: A RESOURCE GUIDE FOR INDIVIDUALS, COMMUNITY GROUPS, AND BUSINESSES

San Diego Police Department
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The San Diego Police Department (SDPD) is committed to working in a problem-solving partnership with individuals, community groups, and businesses, as well as with schools, hospitals, religious groups, private organizations, and other government agencies to fight crime and improve the quality of life for the people of San Diego. Problem solving is a key component in the Department's philosophy of Neighborhood Policing, which focuses on community crime and disorder problems and recognizes the need for close relationships between the police and other elements in the City to identify and solve problems. However, Neighborhood Policing cannot succeed on the efforts of the police alone. All elements of the City have responsibilities to fulfill.

A great deal has been written on police responsibilities in Neighborhood Policing. This document focuses on community responsibilities in Neighborhood Policing, i.e., those of individuals, community groups, and businesses. Relatively little has been written on this aspect of Neighborhood Policing. The responsibilities of schools, health care providers, religious groups, private organizations, and other government agencies that deal with public health, safety, welfare, housing, criminal justice, etc. are also critical; however, they are beyond the scope of this document.

Eleven community responsibilities are defined and discussed in this document. The topics considered in each are outlined in the Table of Contents.

This guide is published as part of the SDPD's continuing efforts to promote Neighborhood Policing. It can be opened on the Community Resources and Responsibilities page of the SDPD website at www.sandiego.gov/police/services/prevention/community.

SUMMARY

The San Diego Police Department (SDPD) is committed to working in a problem-solving partnership with individuals, community groups, and businesses to prevent crime and improve the quality of life for the people of San Diego. Problem solving is a key component in the Department's philosophy of Neighborhood Policing, which focuses on neighborhood crime and disorder problems and recognizes the need for close relationships between the police and other elements in the City to identify and solve problems. However, Neighborhood Policing cannot succeed on the efforts of the police alone. Both the police and the community have many responsibilities to fulfill. Police responsibilities in Neighborhood Policing have been discussed in other publications. This publication highlights the responsibilities of community members, which are summarized below.

VOICING CONCERNS ABOUT CRIME AND DISORDER PROBLEMS

Don't wait until crimes occur, accidents happen, or problems get out of control. Raise your concerns with the Community Relations Officer (CRO) at your local SDPD Area Station.

REPORTING AND PROVIDING INFORMATION ABOUT CRIMES AND SUSPICIOUS ACTIVITIES

For reporting purposes, crimes are considered as either emergencies or non-emergencies. You should report emergencies by calling **911**. These include crimes that are in progress or about to happen, and ones that have resulted in serious personal injury, property damage, or property loss. Other criminal and suspicious activities are considered as non-emergencies and should be reported to the SDPD at **(619) 531-2000** or **(858) 484-3154**, or to the appropriate SDPD unit or other agency with primary responsibility. Reports of suspicious persons, activities, vehicles, etc. for terrorism prevention may be either emergencies or non-emergencies.

To provide information about a crime that is under investigation, call the detective handling the case. If you do not know the detective's name, call your local SDPD Area Station and ask to speak with the detective assigned to the case. If you think you might have information concerning a serious crime or felony suspect and you don't want to "get involved," call Crime Stoppers toll free at **(888) 580-8477**.

REPORTING OTHER PROBLEMS AND INCIDENTS

The SDPD is not responsible for dealing with all of the problems and incidents that affect public health, safety, and welfare, although in many cases it works with other agencies in addressing them. Problems involving graffiti, litter, animals, unsafe street conditions, certain municipal code violations, neighborhood nuisances, barking dogs, abandoned shopping carts, suspected child and elder abuse, lost persons with Alzheimer's disease, and City fraud, waste, and abuse should be reported to the agencies that have the primary responsibility.

Now with the City's *Get It Done* project you can also report a variety of common non-emergency problems online or on your smartphone. These deal with abandoned vehicles, curbs, gutters, dead animals, graffiti, litter, dumping, potholes, sidewalks, storm drains, street lights, traffic signs, traffic signals, etc.

HELPING TO ARREST, CONVICT, AND PUNISH CRIMINALS

If you are a crime victim or witness you have a civic duty to testify in court to help convict and punish the criminals. Criminals cannot be prosecuted in many cases if community members fail to fulfill this responsibility. After the criminal is convicted, community members involved in the case can appear before the judge at the sentencing hearing to show support for the victim and make suggestions for appropriate punishment.

You can also make a citizen's arrest of a person suspected of committing a crime. Reasonable force can be used to hold that person until a police officer arrives. However, you should never get involved if your safety might be at risk. It is often better to get good descriptions of any persons and vehicles involved, call the **911** immediately, and offer your assistance in identifying and prosecuting the suspects.

GETTING HELP WITH PERSONAL AND FAMILY PROBLEMS

Individuals with personal or family problems need to get help before problems get out of hand and cause further difficulties. Two problems that are most prevalent in society are substance abuse and domestic violence. Some resources that provide referrals and help with these and other problems are suggested in this section. Also suggested are ways to get help if you are involved in a conflict or have been a victim or witness to a crime.

If you need help in a wide variety of problems you can now call **211**, the new 24/7 national dialing code for information and referrals about community, health, and disaster services. Information is available on addictions, child care, clothing, counseling, domestic violence, employment, food, housing, legal assistance, parenting, senior services, sexual assault, shelters, youth and teen services, and many other topics. This information is also available online at **www.211SanDiego.org**.

EXERCISING PARENTAL AUTHORITY

Good citizenship begins at home. As parents and guardians you bear the primary responsibility for the actions of your children. You must set good examples for your children at home and in the community, teach morals and values, provide a safe home environment, make sure that your children get a good education, direct your children into constructive activities, be involved in their activities, make your children responsible and accountable for their actions, etc.

Nonetheless, children can be influenced by peer pressures and pick up bad behavior outside the home. Parents must learn to recognize signs that indicate their children might be involved in gangs, drug and alcohol abuse, graffiti vandalism, bullying, adolescent relationship abuse, and other problems, and deal with them as early as possible. They must also make sure that their children abide by the curfew law, attend school, drive safely, stay away from guns, etc. And they should be alert for warning signs of suicide. Parents who cannot deal with these problems on their own can get help and referrals from the Juvenile Services Team at their local SDPD Area Station.

Parents and guardians who fail in these responsibilities may be legally liable in various ways for the acts of their children. They may be charged with contributing to the delinquency of a minor, and held liable for restitution, fines, penalties, and civil damages.

EMPLOYING CRIME PREVENTION MEASURES

You can view a great deal of crime prevention material on the Prevention Tips page of the SDPD website at **www.sandiego.gov/police/services/prevention/tips**. Tips are available for preventing fraud and identity theft; child, personal, senior, and travel safety and security; cyber, home, and vehicle security; and December holiday safety. Tips for businesses deal with burglary and robbery prevention for retail stores, burglary prevention for jewelry stores, robbery prevention for pharmacies, cyber security, and preventing employee theft, check and credit/debit card fraud, and shoplifting. Security survey material is available for multi-unit residences, office buildings and offices, religious institutions, residential communities, small-businesses, and single-family residences. And under programs and activities, a paper is available on Neighborhood Watch planning. The SDPD is responsible for making this material available. It is your responsibility to obtain and employ it.

Other crime prevention services that the SDPD provides are speakers on crime prevention and other topics for community groups, residence and business security surveys, vacation house checks, and visits to homebound seniors called YANAs, for You Are Not Alone. You can request the former by calling the SDPD Speakers Bureau at **(619) 446-1018**. You can request the latter services at your local Area Station and storefront or by calling your CRO.

KNOWING ABOUT CRIME AND DISORDER IN YOUR NEIGHBORHOOD

A first step you can take in addressing and solving crime and disorder problems in your neighborhood is to become informed about the kinds, frequencies, and locations of such incidents. A great deal of statistical, graphical, and mapping information about crime by neighborhood is now available on the Internet. Residence locations of

registered sex offenders are also available. If you don't have a home computer or lap top, you can access the Internet at City public libraries. Although comparable information on disorder is not available, the existence of graffiti, litter, abandoned vehicles, and other code violations should be obvious to concerned residents.

ADDRESSING AND SOLVING COMMUNITY PROBLEMS

Individuals, community groups, and businesses can address and solve many types of crime and disorder problems on their own or jointly with the SDPD. Examples are given in this section to show how rental property owners and managers can stop illegal activities on their properties, community groups can clean up litter, trash, and pollution, etc. Communities can also take action against some of the root causes of crime by boycotting and picketing uncooperative businesses and landlords, and by holding job fairs and community events.

VOLUNTEERING SERVICES

The SDPD has many opportunities for you to do volunteer work in its Volunteers in Policing (VIP), Retired Senior Volunteer Patrol (RSVP), Crisis Intervention, Cadet, Reserve Officer, and Intern programs. You can also participate in community organizations such as Neighborhood Watch that are recognized and supported by the SDPD, as well as in various youth programs and groups that deal with specific problems.

COMMENTING ON SDPD PERSONNEL PERFORMANCE IN NEIGHBORHOOD POLICING

You can provide a useful service by providing comments, favorable as well as unfavorable, on the performance of SDPD personnel in their practice of Neighborhood Policing. These comments should be directed to the Division Captain at your local SDPD Area Station.

CONTENTS

SUMMARY	2
I. INTRODUCTION	8
II. POLICE RESPONSIBILITIES	8
III. COMMUNITY RESPONSIBILITIES	8
1. VOICING CONCERNS ABOUT PROBLEMS	8
a. In the Community	8
b. To the Police	9
2. REPORTING AND PROVIDING INFORMATION ABOUT CRIMES AND SUSPICIOUS ACTIVITIES	9
a. Emergencies	9
b. Non-emergencies	10
1- SDPD	10
2- Other Law Enforcement Agencies	13
c. Providing Information about Crimes	14
1- SDPD	14
2- Crime Stoppers	14
d. Reporting Suspicious Persons, Activities, Vehicles, Etc. for Terrorism Prevention	14
1- Emergencies	15
2- Non-emergencies	16
3- Other indicators of terrorist activities	17
3. REPORTING OTHER CRIMES AND INCIDENTS	19
a. Social Disorder	19
1- Graffiti	19
2- Litter	20
b. Animals	20
c. Unsafe Street Conditions	20
1- Holes and Cracks in Surfaces and Curbs	20
2- Missing, Damaged, or Obscured Signs	20
3- Inoperative Lights and Signals	20
4- Hazardous Debris	20
5- Needs for New Safety Measures	20
6- Trees	20
d. Code Violations	20
e. Neighborhood Nuisances	21
f. Barking Dogs	22
g. Abandoned Shopping Carts	22
h. Child Abuse	22
i. Elder and Dependent Adult Abuse	23
j. Lost Person with Alzheimer's Disease	25
k. City Fraud, Waste, and Abuse	25
4. HELPING TO ARREST, CONVICT, AND PUNISH CRIMINALS	26
a. Individuals	26
1- Testifying in Court	26
2- Making a Citizen's Arrest	26
b. Businesses and Property Owners	27
5. GETTING HELP WITH PERSONAL AND FAMILY PROBLEMS	27
a. Alcohol and Drug Abuse	27
b. Domestic Violence	28
c. Other Problems	29
d. Conflict Resolution	29

e. Crime Victim and Witness Services	30
6. EXERCISING PARENTAL AUTHORITY	30
a. STAR/PAL Youth Programs	31
b. Dealing with Specific Problems	32
1- Adolescent Relationship Abuse	32
2- Alcohol	34
3- Bullying	34
4- Child Abduction	35
5- Curfew Violation	37
6- Daytime Loitering and Truancy	37
7- Drugs	38
8- Gangs	38
9- Graffiti Vandalism	39
10- Gun Violence	39
11- Internet and Cell Phone Dangers	40
12- Media and Game Violence	45
13- Shoplifting	45
14- Suicide	46
15- Unsafe Driving	47
c. Multiple Problems	48
d. Parental Liability	48
1- Contributing to the Delinquency of a Minor	48
2- Liability for Fines, Penalties, and Restitution	48
3- Liability for Civil Damages	48
4- Civil Liability for Injury Caused by Firearms	48
5- Restitution through Mediation	49
7. EMPLOYING CRIME PREVENTION MEASURES FOR SAFETY AND SECURITY	49
a. SDPD Services	49
b. Other Information Sources	49
8. KNOWING ABOUT CRIME AND DISORDER IN YOUR NEIGHBORHOOD	49
a. SDPD Website	49
b. Crime Mapping	50
c. Crime Alerts	50
d. Registered Sex Offenders	50
e. Nextdoor.com	51
9. ADDRESSING AND SOLVING COMMUNITY PROBLEMS	51
a. Illegal Activities on Rental Properties	51
b. Litter, Trash, and Pollution	51
c. Inoperable Vehicles	51
d. Graffiti	51
1- Retailers	52
2- Community Groups	52
e. Crime in General	52
10. VOLUNTEERING SERVICES	52
a. SDPD Volunteer Programs	52
1- Volunteers in Policing	52
2- Retired Senior Volunteer Patrol	52
3- Crisis Intervention Team	53
4- Cadets	53
5- Reserves	53
6- Interns	53
b. SDPD-Recognized Community Groups	53
1- Neighborhood Watch	53
2- San Diegans United for Safe Neighborhoods	53
c. Youth Programs	54

11. COMMENTING ON SDPD PERSONNEL PERFORMANCE IN NEIGHBORHOOD POLICING	54
IV. CONCLUDING REMARKS	55
SDPD FACILITIES	56

I. INTRODUCTION

The San Diego Police Department (SDPD) is committed to working in a problem-solving partnership with individuals, community groups, and businesses to prevent crime and improve the quality of life for the people of San Diego. Problem solving is a key component in the Department's philosophy of Neighborhood Policing, which focuses on neighborhood crime and disorder problems and recognizes the need for close relationships between the police and other elements in the City to identify and solve problems. However, Neighborhood Policing cannot succeed on the efforts of the police alone. Both the police and the community have many responsibilities to fulfill.

II. POLICE RESPONSIBILITIES

Police responsibilities in Neighborhood Policing include:

- Participating in community groups and activities
- Listening to community concerns
- Prioritizing, addressing, and solving certain community problems
- Helping the community address and solve other problems
- Establishing and supporting crime prevention programs
- Responding to calls for service
- Investigating crimes
- Apprehending those who commit crimes
- Helping to convict persons charged with crimes
- Providing various other police services

A great deal has been written on police responsibilities in Neighborhood Policing. This document focuses on community responsibilities in Neighborhood Policing, on which relatively little is available.

III. COMMUNITY RESPONSIBILITIES

Community members, groups, and businesses are responsible for:

1. Voicing concerns about community crime and disorder problems
2. Reporting and providing information about crimes and suspicious activities
3. Reporting other problems and incidents
4. Helping to convict and punish criminals
5. Getting help with personal and family problems
6. Exercising parental authority
7. Employing crime prevention measures for personal, family, property, and business security
8. Knowing about crime and disorder in your community
9. Addressing and solving certain community problems
10. Volunteering services to police and other community groups
11. Commenting on SDPD personnel performance in Neighborhood Policing

This document provides information to help individuals, community groups, businesses, property owners, and others fulfill these responsibilities.

1. VOICING CONCERNS ABOUT PROBLEMS

Don't wait until crimes occur, accidents happen, or crime and disorder problems get out of control. Raise your concerns within your community or directly to the SDPD.

a. In the Community. Speak up at community planning group, community council, PTA, church group, political action group, and other community group meetings. Also participate in political rallies and debates, City Council hearings, etc.

b. To the Police. Call the Community Relations Officer (CRO) at your local SDPD Area Station to discuss your concerns and to obtain the names of community groups and persons in your community to contact about your concerns. The table on the last page contains the addresses and phone numbers of the SDPD's Area Stations and storefronts. If you have concerns about matters outside your community, call the CRO at the appropriate SDPD Area Station.

2. REPORTING AND PROVIDING INFORMATION ABOUT CRIMES AND SUSPICIOUS ACTIVITIES

Reporting crimes and providing information about crimes in a timely manner are responsibilities of individuals. For reporting purposes, crimes are considered as either emergencies or non-emergencies. Emergencies should be reported by calling **911**. These include crimes that are in progress or about to happen, and ones that have resulted in serious personal injury, property damage, or property loss. Other criminal and suspicious activities are considered as non-emergencies and should be reported to the SDPD or other agencies on other phone numbers, as discussed in Sec. 2.b. Reports of suspicious persons, activities, vehicles, etc. for terrorism prevention may be either emergencies or non-emergencies, as indicated in Sec. 2.d.

Persons witnessing and calling to report crimes are routinely asked for their names, addresses, and phone numbers. This is done so that they can be contacted later if necessary during the investigation of the crime. Witnesses desiring to remain anonymous should request that the officers responding to the call not contact them. Even if contacted later by a detective, the identity of the caller will not be revealed to anyone involved in the crime. In this sense, reports of crimes are treated as confidential and the identity of the caller is protected. However, if the case goes to trial, the report could be released to the prosecuting agency and under the rules of discovery, to the defense. It could also be subpoenaed in a civil trial. And you may be called to testify in court. (See Sec. 4.a.1 for a discussion of the responsibilities of individuals to testify in court to help convict and punish criminals.)

The ability of the police to locate and arrest criminals often depends on the thoroughness and accuracy of the report you submit. The following information checklist should be used for reporting both emergency and non-emergency crimes:

- Type of crime
- Location: exact street address and nearest cross street
- Time of occurrence
- Weapons used
- Vehicle information: activity, direction of travel, license plate, color, make/model, unusual characteristics (e.g., dents, bumper stickers, graphics, wheels, tinted windows, lifted/lowered), cargo type/covering, number of persons, etc.
- Suspect information: activity, direction of escape, race, gender, age, height, weight, weapon type, hair (color, length, style, facial), clothing color and type (hat, tie, coat, shirt, trousers), other characteristics (e.g., tattoos, scars/marks, complexion, missing teeth, scars, glasses), etc.

a. Emergencies. Emergencies include crimes that are in progress or about to happen, and ones that have resulted in serious personal injury, property damage, or property loss. They also include situations in which the suspect may still be at the scene and some suspicious activities. By calling **911** you will be linked to the appropriate police as well as fire fighting, medical, and ambulance services. You don't need money to call **911** from a pay phone.

When reporting an emergency be prepared to give an accurate description of what your emergency is and your location, especially if you are calling from a mobile cellular phone. Even if you have an E911-ready cell phone that provides location information based on a Global Positioning System (GPS) and your phone has been activated to work in that capacity, the emergency response will be faster if you provide your location. Otherwise the dispatcher can determine the street address and apartment or condo unit only if you are calling from a landline. Thus, if a landline is available it is always better to use it instead of a cell phone. If you are calling from a gated community or a controlled-access building, be sure to give the dispatcher the gate or door access code. Answer the dispatcher's questions about the emergency and don't hang up until you are told. With just the address, if the line is disconnected or you cannot speak, an officer will still be dispatched.

911 calls on cellular phones have increased dramatically over time and are currently overloading the dispatchers who receive these calls. It is estimated that nearly 60 percent of these calls are either accidental or for non-emergencies. Time spent handling these calls prolongs response times for real emergencies. Accidental calls can be reduced by disabling the phone's auto-dial **911** feature. **911** calls other than those involving crimes should be limited to life-threatening situations to which emergency personnel have not yet responded. For example, a parked vehicle not blocking traffic lanes is not considered an emergency; it should be reported on a non-emergency line. Please make note of the non-emergency numbers, which are **(619) 531-2000** or **(858) 484-3154**, and add the appropriate one to your cellular phone directory.

Some examples of crime emergencies that should be reported by calling **911** are:

- Fights, sexual assaults, etc.
- Homicides
- Burglaries and robberies in progress
- Flashlight beam in a business or home, especially if the business is closed or the residents are away
- Domestic violence
- Child and elder abuse
- Sounds of gunshots, screaming, barking dogs, breaking glass, explosions, alarms, etc.
- Hit and run accidents with possible injuries
- Vehicles containing weapons or property not normally kept in vehicles
- Ongoing dumping of fuel or other hazardous substances
- Road hazards that require immediate attention to prevent personal injuries and property damage
- Graffiti and other acts of vandalism in progress
- Runaway juvenile or missing person who needs special care -- be sure to tell the dispatcher if the person needs medication and has a special problem, e.g., Alzheimer's disease

Persons seen doing the following should also be reported by calling **911**:

- Driving under the influence of alcohol or drugs
- Entering a neighbor's home when the neighbor is away
- Forcing an entry of a home, business, or vehicle
- Exhibiting unusual mental or physical symptoms that poses a threat to him/herself or others
- Removing property from a business, home, or vehicle, especially if the business is closed or the residents are away
- Carrying or wearing bloody clothing
- Struggling with a resisting child
- Trying to or actually using a vehicle to pick up a person by force, especially a child or female

Parents can use the following safety tips to teach their children the proper way to use **911** to report emergencies:

- Never say "nine eleven." There is no eleven on a telephone keypad or dial. Always say "nine-one-one."
- Always call from a safe place. If there is a fire in the house, get out first and then call.
- Post your address near the phone.
- Never call **911** as a prank or joke. You can get into trouble and keep someone who really needs help from getting it in time.
- **911** is not for animal emergencies. Call your vet or the County Department of Animal Control at **(619) 236-2341**.
- Call **911** if you think you have an emergency and explain the situation to the dispatcher.
- If you call **911** by mistake, don't hang up. Explain the mistake to the dispatcher and say there is no emergency.

b. Non-emergencies. These can be reported to the SDPD or to the law enforcement agency with primary jurisdiction.

1- San Diego Police Department. The SDPD's 24-hour numbers for non-emergency calls and general information are **(619) 531-2000** or **(858) 484-3154**. Crimes and suspicious activities that fall into this category are: (a) those that don't involve serious personal injury, property damage, or property loss; (b) ones in which there is no

possibility that the suspect is still at the scene or is likely to return to the scene; and (c) ones for which an immediate response is not needed. Because the waiting times to talk to a dispatcher are long during the day, the best times to call are before 8:00 a.m. and after 8:00 p.m. If there is any doubt as to whether the situation is an emergency, it is always better to be on the safe side and call **911**.

The SDPD response to non-emergency calls will depend on the relative seriousness or priority of the situation, the likelihood of making an arrest at the scene, and the availability of an officer. Response times are the longest for so-called "cold crimes" like home burglaries where the perpetrator has fled the scene, no suspects exist, and the victim is in no further danger.

Some example situations that may not be emergencies are:

- Home and business burglaries in which the suspect is gone from the scene
- Open or broken doors or windows in businesses or homes, especially if the business is closed or the residents are away
- Stolen checks and credit cards -- also call the financial institutions involved to have them stop payments of checks and verifications of charges
- Impersonation and stolen identification, e.g., driver license
- Auto theft and vandalism
- Hit and run accidents with no injuries
- Minors violating curfew
- Loud parties
- Road hazards that don't require immediate attention
- Past instances of graffiti or other vandalism
- Past instances of child or elder abuse
- Runaway juvenile or missing adult who does not need special care
- Car or building alarms
- Underage drinking
- Accumulations of consumer goods, especially in good condition and not in use in homes, garages, and storage areas

Persons seen doing the following may not be emergencies:

- Disturbing the peace, i.e., loitering, panhandling, noise making, and harassing others
- Soliciting without a license, not displaying a valid registration card, or operating between the hours of 9:00 p.m. and 8:00 a.m.
- Going door-to-door, or into side or back yards in a residential area
- Loitering near a business or home, especially if the business is closed or the residents are away
- Loitering near schools or parks
- Looking into parked vehicles
- Running other than for exercise
- Carrying property at an unusual time and place
- Entering and leaving property on daily or regular basis, or in large numbers, especially at night
- Drunk in public but not in any immediate danger
- Exhibiting unusual mental or physical symptoms but not a danger to themselves or others
- Offering goods for sale at ridiculously low prices
- Making a quick change of vehicles

Vehicles seen doing the following may not be emergencies:

- Moving slowly, especially without lights at night, in aimless or repetitive manner, or near schools or parks
- Parked and occupied at an unusual time or place
- Parked for more than 72 hours, possibly abandoned, or otherwise parked illegally on city streets
- Parked on city streets but cannot be operated safely thereon because of a missing part or piece of equipment
- Being dismantled or repaired, especially at night or in a parking lot, garage, or non-business location

- Being used for business transactions, especially near schools or parks
- Being driven in an erratic manner

You can report some non-emergency crimes on the SDPD's Citizens' Online Reporting System on its website at www.sandiego.gov/police/crimereports/startaccess under the following conditions:

- It's not an emergency. Call **911** if it is.
- You don't know who committed it and there's no evidence of who did.
- There's no physical, video, or digital evidence.
- Your identity, credit card, or debit card was not used without your authorization.
- You are not a victim because of your race, religion, sexual orientation, handicap, ethnicity, or national origin.
- The incident did not occur on a State highway or freeway
- You understand that filing a false report is a crime.
- The incident occurred within the San Diego city limits.
- The value or damage is less than \$5,000.
- You are 18 years of age or older.
- You have a valid e-mail address.

Crimes you can report online include harassing communications, lost property, theft, theft from vehicle, vandalism, vandalism of a vehicle, and vehicle tampering. Click on Submit on the first page if you answered "No" to the first five questions and "Yes" to the last four. On completing your report you will be given a temporary police report number and after submission and approval, which may involve modifying your submission to meet Department requirements, you'll be able to print a copy of the report for your records. If you fail to make the required modifications within seven days, the report will be invalidated.

If you observe multiple incidents at a particular location you can submit a Citizen Request Form by going to the Forms page on the SDPD website at www.sandiego.gov/police/forms/forms, clicking on Citizen Request Form, filling out the Form online with as much information as possible about the problem, and then clicking on the Submit Request button at the bottom of the Form. You can use this Form to request additional patrol and/or to report narcotic activity at a specific address. It will be sent to the responsible Division for review and response as appropriate.

You can also report non-emergency situations and suspicious activities directly to some investigative units during normal business hours if you have enough information for the unit to start an investigation. Units that will take calls directly are listed in the government pages of the phone book. Here are some other numbers that you can call.

- **Gangs.** Call **(619) 531-2847** to report threats by known gang members, gang activities, and gang-related graffiti. Call **(619) 531-2532**, the 24-hour gang hotline, to provide information on incidents of gang violence. Your call can be anonymous, or you can leave your name for a detective to call back.
- **Traffic.** Call **(858) 495-7800** regarding recurring violations of traffic laws at specific locations, e.g., speeding, running red lights and stop signs, etc. Because such violations are classified as infractions and must be witnessed by a police officer before any enforcement action can be taken, the SDPD cannot act on complaints of specific violations by an identified vehicle. However, in the case of misdemeanor violations, e.g., reckless driving and hit-and-runs, enforcement action can be taken if a private person witnesses the incident and can identify the driver or the license number of the vehicle, as discussed in Sec. 4.a.2.
- **Vehicle Abatement.** Call the SDPD Abandoned Vehicle Abatement (AVA) Unit at **(858) 495-7856** regarding abandoned, wrecked, dismantled, or inoperative vehicles or vehicle parts on private property (not yours) if they are not lawfully stored thereon. Call the SDPD at **(619) 531-2000** or **(858) 484-3154** regarding any such vehicles or parts on city streets or public property. The vehicles will be inspected and steps will be taken to have them removed if they are in violation of the law.

You can also report some vehicle violations online. To report a vehicle that has been parked on a city street for more than 72 hours go to www.sandiego.gov/police/services/units/traffic/abandonedvehicle/72hr. And go

to www.sandiego.gov/form/abandoned-vehicle-abatement-private-property-%E2%80%93-inoperable-vehicle-complaint to report an inoperable vehicle on private property that is visible from the street or alley.

- **Vice.** Call **(619) 531-2452** regarding prostitution, pornography, gambling, and violations of laws regulating police-licensed businesses, which include cabarets, card rooms, dance halls, massage parlors, "adult" entertainment establishments, swap meets, pawn shops, etc. For complaints against stores, bars, and restaurants that hold an Alcoholic Beverage Control (ABC) license and sell alcoholic beverages regarding sales to minors, and vandalism, noise, loitering, litter, urination, rowdy behavior, etc. outside the establishments, call the Vice Unit ABC Hotline at **(619) 515-2777** or fill out a complaint form online at www.sandiego.gov/police/forms/alcohol.

2- Other Law Enforcement Agencies. Crimes and suspicious activities of which the SDPD does not have jurisdiction should be reported directly to the proper agency. An exception to this is when the crime is in progress when you should call **911**. The SDPD will notify the responsible agency. The phone numbers and jurisdictions of other law enforcement agencies for non-emergencies are given below:

- **California Highway Patrol.** Call **(858) 637-3800** to report highway non-emergencies such as accidents, parked vehicles not blocking traffic lanes, and graffiti on freeway signs, over-crossings, and bridge pillars. Use **911** to report highway emergencies such as reckless driving, hit and runs, and vehicles blocking traffic lanes.
- **FBI.** Call the San Diego Division at **(858) 320-1800** or submit a tip electronically at <https://tips.fbi.gov> if you have information about:
 - Possible acts of terrorism, including violence, funding, or recruitment
 - Persons sympathetic to terrorists or terrorist organizations
 - Suspicious activities that you believe threaten national security, especially suspicious activities that involve foreign powers or foreign organizations
 - Computer crimes or intrusions into computer networks, particularly those associated with national security;
 - Corrupt activities in state, local, or federal governments or in law enforcement
 - Racial or hate crimes, human trafficking (involuntary servitude or slavery), or other civil rights crimes
 - Organized crime activities
 - Financial crimes that involve fraud, especially corporate fraud, mortgage fraud, or other investment fraud schemes where significant dollar losses have occurred, including those impacting you or your place of work
 - Fraud in the health care industry
 - Persons who have committed or are planning to commit bank robbery, kidnapping, extortion, or thefts of valuable art, large interstate shipments of goods, or monetary instruments
 - Activities of violent gangs
- **San Diego Storm Water Pollution Prevention Program.** Call the *Storm Water Hotline* at **(619) 235-1000** to report dumping of fuel or other hazardous substances in city storm drains.
- **San Diego County Sheriff.** Call **(858) 565-5200** regarding non-emergency crimes that have occurred in the Sheriff jurisdiction areas. These are the cities of Del Mar, Encinitas, Imperial Beach, Lemon Grove, Poway, San Marcos, Santee, Solana Beach, and Vista, and the unincorporated areas of the County.
- **U.S. Customs and Border Protection.** Call **(800) 232-5378** regarding suspicious activities. Information about the San Diego sector is available on the Internet at www.cbp.gov/border-security/along-us-borders/border-patrol-sectors/san-diego-sector-california.
- **U.S. Post Office.** Call the U.S. Postal Inspection Service (USPIS) at **(877) 876-2455** to report stolen, opened, or rifled mail, mail fraud, telemarketing fraud involving mail, and other mail-related crimes. The USPIS has a standing reward offer of up to \$10,000 for information leading to the arrest and conviction of anyone stealing mail or possessing stolen mail. Call **911** if you suspect a piece of mail is contaminated or contains an explosive. Otherwise do not handle or sniff it, and wash your hands thoroughly with soap and water. Call the SDPD at **(619) 531-2000** or **(858) 484-3154** about other pieces of suspicious mail.

- **U.S. Secret Service.** Call **(619) 557-5640** regarding threats to the President and other government officials, counterfeit money, forgery, identity crimes, computer fraud, and other financial crimes. For more information visit its website at www.secretservice.gov.

c. Providing Information about Crimes. Information about crimes committed in the City should be reported directly to the SDPD. Or if you don't want to get involved, you can call Crime Stoppers.

1- SDPD. To provide information about a crime that is under investigation, call the detective handling the case. If you do not know the detective's name, call your local SDPD Area Station and ask to speak with the detective assigned to the case. If the case is being handled by one of the central investigative units, you will be given the name and phone number of the detective to contact.

Generally the City does not pay rewards for information about crimes. However, a City ordinance authorizes the City Manager to pay a reward of up to \$500 for information leading to the arrest and conviction of graffiti vandals. Reward claim forms for this *Graffiti Spray and Pay Program* can be obtained online at www.sandiego.gov/sites/default/files/legacy/street-div/services/graffiti/pdf/claim.pdf. Complete the form and send it to: Office of the City Attorney Spray and Pay Program, 1200 Third Avenue, Suite 700, San Diego, CA 92101.

2- Crime Stoppers. Crime Stoppers is a citizen-operated, non-profit organization that works in partnership with local, state, and federal law enforcement agencies to help solve serious crimes. It gives community members an opportunity to fight crime without "getting involved." If you think you might have information concerning a serious crime or felony suspect, call toll free **(888) 580-8477**. This number can also be used by students, teachers, and parents to provide anonymous tips about safety concerns and potential problems at their schools. The operator on this 24-hour hotline will take your information and give you a code number. All calls remain confidential. If your information leads to an arrest you could earn a reward of up to \$1,000. The tip-line operator will explain how you can use your code number to give additional information and how to collect your reward. See the Crime Stoppers website at www.sdcrimestoppers.com for information on wanted fugitives, unsolved cases, bank robbers, etc. You can also provide tips by e-mailing from www.tipsubmit.com, text messaging from a cell phone to **274637**, with **SDTips** at the beginning of the message, or by using the TipSoft app for iPhones. To use the app go through the phone app store, type in TipSoft, download the program, and create a password. The password could be used by Crime Stoppers later in arranging a reward.

Crime Stoppers also has a special program with the San Diego Unified School District in which students can receive cash rewards of up to \$1000 for tips or information that solve or prevent campus violence or vandalism to school property. These calls should also go to **(888) 580-8477**.

d. Reporting Suspicious Persons, Activities, Vehicles, Etc. for Terrorism Prevention

Each terrorist attack in history has produced an information trail about the target, the acquisition of material to carry out the attack, i.e., explosives or other weapons, and the movement of money and people. Detecting these signs and reporting information about them to the proper agencies is the best way to prevent a terrorist act.

The Department of Homeland Security has a public awareness campaign entitled *If You See Something, Say Something*. Its purpose is to encourage the public to contact local authorities if they see suspicious activity. It emphasizes behavior rather than appearance in identifying suspicious activity. Factors such as race, ethnicity, national origin, or religious affiliation alone are not suspicious. For that reason, the public should report only suspicious behavior and situations, e.g., an unattended backpack in a public place or someone trying to break into a restricted area, rather than beliefs, thoughts, ideas, expressions, associations, or speech unrelated to terrorism or other criminal activity. Only reports that document behavior reasonably indicative of criminal activity related to terrorism will be shared with federal agencies.

For this you should be vigilant and aware of your surroundings and report anything that doesn't fit in or seems out of the ordinary. Be aware yet fair. Avoid stereotyping and profiling. Some examples of persons, activities, vehicles, etc. that could be considered suspicious are listed below. Some are clearly emergencies. They should be reported immediately by calling **911**. Others may be considered as non-emergencies. They should be reported to

the SDPD at **(619) 531-2000** or **(858) 484-3154**. It will notify and coordinate actions with the FBI and other government agencies. When a terrorist act appears imminent you should also notify any law enforcement or security personnel that are in the immediate area. If there is any doubt as to whether the situation is an emergency it is always better to be on the safe side and call **911**.

Remember the five “**W**”s when reporting suspicious activities.

- **What** is happening?
- **Who** is doing it?
- **Where** is it taking place?
- **When** did you observe it?
- **Why** is it suspicious?

1- Emergencies. Call **911** to report persons doing the following:

- Sketching, taking notes, drawing maps or diagrams, photographing, videotaping, or otherwise monitoring facilities not normally associated with tourist activity or other places that may be targets for terrorist attacks, e.g., key government facilities, airports, bridges, chemical plants, power plants, schools, religious institutions, shopping centers, etc.
- Collecting detailed information on facility entrances, exits, driveways, parking spaces, etc.
- Using binoculars, high-magnification lenses, or night-vision or thermal-imaging devices in observing a facility or activity that may be a target
- Attempting to obtain information about a person, place, operation, or event that may be a target
- Attempting to improperly acquire explosives, detonators, timers, weapons, ammunition, body armor, propane bottles or tanks, etc.
- Attempting to buy large amounts of high-nitrate fertilizers or other unusual chemicals
- Loading vehicles with weapons or explosives
- Attempting to improperly acquire official uniforms, passes, badges, IDs, license plates, vehicles, etc.
- Seeking treatment for chemical burns or missing hands/fingers
- Having untreated chemical burns or missing hands/fingers

Persons with several of the following characteristics may be suicide bombers carrying bombs.

- Are nervous, sweating, or mumbling
- Are wearing loose or bulky clothing that is inappropriate for the current weather conditions
- Are wearing an inordinate amount of perfume, cologne, or other scents that may be used to mask chemical odors
- Do not look like they belong in the uniform or dress they are wearing, which may be a disguise to elude detection
- Are carrying or wearing heavy objects
- Holding a bag or package close to his or her body
- Are repeatedly patting upper body or adjusting clothing
- Keeping one or both hands in pockets or close to his or her body, possible holding a detonator switch
- Having visible wires or an explosive belt protruding from under his or her clothing
- Having bulges or padding around the midsection
- Appearing well-groomed but wear sloppy clothing
- Having a pale face from recently shaving a beard
- Not responding to direct salutations or authoritative commands
- Walking in a deliberate, stiff, or awkward manner
- Acting in an unusually vigilant manner
- Having a blank facial expression, or appearing extremely focused or in a trance
- Exhibiting unusually calm and detached behavior

Letters or packages that contain a bomb or a chemical, biological, or radiological (CBR) threat may have one or more of the following characteristics. Handle them with great care. Don’t shake, bump, smell, or open them. Put

the letter or package down carefully and leave the area. Do not open windows. Call **911** from a landline phone if one is available outside the area. Otherwise it is OK to use a cell phone or pager. Wash your hands thoroughly with soap and water if you touched the letter or package.

- Are unexpected or from someone you don't know
- Are addressed to someone now longer at your address
- Have no return address or one that does not appear legitimate
- Are bulky, lumpy, or lopsided in appearance
- Have wires or other unusual contents that are protruding or can be felt through the envelope or wrapping
- Are sealed with excessive amounts of tape or string
- Have restrictive markings such as "Personal" or "Confidential"
- Have excessive postage
- Emit a strange odor
- Are mailed from a foreign country
- Do not have a named addressee, e.g., are addressed to a title only
- Have incorrect title or misspelled words in the address
- Poor handwriting
- Have oily stains, discolorations, or crystallization on the wrapper

For additional information see the U.S. Postal Inspection Service *Guide to Mail Center Security* at <http://about.usps.com/publications/pub166.pdf>.

Objects in the open, or in vehicles or buildings having the following characteristics may be bombs:

- Unattended bags, backpacks, boxes, etc. near places that may be targets
- Having antennas, batteries, timers, capped pipes, etc.
- Emitting a strong chemical odor

Vehicle fires may indicate a failed or misfired explosive device in the following situations:

- The vehicle is parked near a critical infrastructure facility, government building or office, transportation node, or in an area of high pedestrian traffic
- A vehicle occupant is seen fleeing the scene or behaving suspiciously before the fire occurs
- The fire is in the passenger compartment or trunk instead of the engine compartment
- Sparking, flashing, or popping sounds come from the vehicle
- Unusual odors come from the vehicle

If a suspicious object is found outside, get away from it after reporting it. 300 yards is a minimum distance. Then take cover for protection against bomb fragments. Get on the ground if no cover is available. Maintain distance and cover, or leave the area after an explosion. Be alert and cautious in reentering the area to help victims. There may be another device nearby.

2- Non-emergencies. Call SDPD at **(619) 531-2000** or **(858) 484-3154** to report the following:

- Persons or activities that do not appear to belong in the workplace, neighborhood, business establishment, or near a key facility or event because of their demeanor, behavior, language, dress, activity, etc.
- Multiple sighting of the same suspicious persons, vehicles, or activities at the same location
- Rental of storage units for suspicious items or activities
- Deliveries of chemicals directly to self-storage units
- Unusual deliveries of chemicals to residences or rural addresses
- Street people not previously seen in the area, i.e., panhandlers, shoe shiners, food or flower vendors, newsagents, street sweepers, etc.

Persons doing the following:

- Sitting in a parked vehicle for an extended period of time
- Loitering in public places, e.g., bus stops and train stations
- Loitering near or wandering around a possible target
- Carrying on long conversations on pay or cellular phones near a possible target
- Wearing military or other uniforms that don't appear to belong in them
- Observing security measures or personnel, entry points, access controls, and perimeter barriers such as fences or walls, at a possible target
- Testing or probing security measures, e.g., by driving by a sensitive area, attempting to enter a sensitive area, inquiring about security measures, attempting to smuggle contraband through check points, asking for directions, claiming to be lost, etc.
- Attempting to enter a key facility without proper ID, prior notification and approval, etc.
- Being in a key facility without required visible ID
- Staring or quickly looking away from personnel or vehicles entering or leaving a key facility or parking area
- Carrying heavy bags or backpacks near a possible target
- Setting down bags or backpacks near a possible target and then walking away
- Behaving as if they may be planning a terrorist act, e.g., by mapping routes, timing traffic lights or traffic flow, playing out scenarios, monitoring key facilities or events, etc.
- Observing activities and movements of police personnel, e.g., in and out of a police station.
- Possessing or distributing literature that promotes jihad, racist activities, or terrorist/extremist agendas.
- Seeking donations for obscure charities. You can check on whether a charity is registered as a nonprofit with the IRS at www.irs.gov/app/pub-78.

Vehicles that:

- Are parked near a key facility for an unusual period of time
- Are commonly used for deliveries, e.g., trucks, vans, or U-Hauls, that are parked in locations not usually used for deliveries without prior authorization
- Are out of place in the environment, e.g., a tractor-trailer parked in a residential neighborhood, and may have out-of-state or temporary plates
- Are abandoned
- Are overloaded or sagging (rear-weighted)
- Are leaking a fluid
- Have odor or gasoline, propane, acids, or chemicals
- Have been modified to handle heavier than normal loads, additional storage space, or increased fuel capacity
- Have excessively darkened or tinted windows, or temporary window coverings to prevent viewing of the vehicle's interior
- Show signs of theft, e.g., damaged locks, missing windows, etc.
- Have license plates removed or altered
- Bear a temporary commercial placard affixed with tape or magnets, or a permanent placard that is unusual, unrecognizable, or has misspelled words
- Contain batteries, wiring, timers, other power supply or switching components, unmarked packages or unusual items such as PVC pipe, magnets, compressed gas cylinders, fire extinguishers, etc. in the passenger compartment
- Have large containers on seats or cargo space (bags, boxes, barrels, tanks)
- Have cargo concealed under a tarp or blanket
- Contain blueprints, maps, sketching materials, or surveillance equipment, e.g., binoculars, video cameras, high-magnification lenses, etc. in the passenger compartment

3- Other Indicators of Terrorist Activities

Some examples of suspicious behaviors, activities to report, and other things you should do to help prevent terrorism can be found in the iWATCH section of the Los Angeles Police Department's website at www.lapdonline.org/iwatchla/content_basic_view/42535. There you can learn about potential indicators of

terrorist activities in the following areas: bulk fuel distributors, construction sites, dive/boat stores, farm supply stores, financial institutions, general aviation airports, hobby shops, home improvement and large retail stores, hotels and motels, peroxide-based explosives, rental cars, rental properties, rental trucks, shopping malls and centers, and storage facilities.

To suggest what people should look for, the SDPD has published the following eight indicators of terrorist activities. Persons seen or suspected of doing the following should be reported by calling **911**.

- 1. Surveillance.** Terrorists may conduct surveillance to determine a target's strengths and weaknesses. Be aware of someone who appears to be monitoring security personnel or equipment, or gauging emergency response time. Suspicious activities could include using vision enhancing devices, acquiring floor plans or blueprints, and showing interest in security and access to facilities.
- 2. Elicitation.** A terrorist may try to gain information about the operations and security of a potential target, possibly an important place such as a power plant, stadium, or school. It could be gathered many ways by phone, email, in person, or even by gaining employment at the location.
- 3. Testing Security.** Someone may use different methods to test security, such as trespassing into a restricted area or leaving a bag unattended in a public place to see how long it takes for people or security to respond.
- 4. Funding.** Terrorists need to raise money for their operations and spend it in a way that doesn't draw attention. This could be done many ways through crimes such as drugs and counterfeit merchandise sales, burglary, or even funneling money from legitimate businesses or non-profit organizations. Be aware of unusually large transactions paid with cash or gift cards, or someone soliciting a donation for a charity you've never heard of.
- 5. Acquiring Supplies.** To conduct an attack, terrorists may need a variety of supplies, such as weapons, transportation, and communication systems. Suspicious activities could include a vehicle left in an unusual place; stockpiling fertilizers, weapons, even one-time use cell phones; acquiring or stealing uniforms; and forging personal identification or passports.
- 6. Impersonation.** Terrorists may impersonate law enforcement officers, firefighters, EMS or paramedic personnel, mail carriers, or company employees to gain information. Someone who seems suspicious in what they say or do on the job could be a red flag.
- 7. Rehearsal.** Terrorists often rehearse a planned attack, possibly several times, to make sure their operation runs smoothly. This may include measuring response time by emergency responders, and possibly using police radios.
- 8. Deployment.** This is when terrorists are putting their plans into place, getting into position, moving equipment and supplies, and launching an attack. If you believe there is imminent danger, call **911** immediately.

Another terrorist activity is domestic radicalization to violence. Canadian experts involved in national security say the following traits indicate that someone is becoming radicalized. Every jihadist who has come to the attention of authorities there has exhibited several, if not all, of these traits. People with these traits should be reported to the SDPD by calling its non-emergency number, **(619) 531-2000** or **(858) 484-3154**.

- They abruptly abandon friends and family members.
- In the increasingly rare occasions where they do see their family, they berate them for their supposedly impious behavior. This might include accusing their father of being an infidel for consuming alcohol or calling their sister a slut for not wearing the proper headwear.
- They stop participating in activities that used to occupy a lot of their time, such as sports or community associations.
- They believe they have found the true path to religious enlightenment, usually in the form of radical Sunnism, and anyone who doesn't follow it is of less worth.
- They often exhibit growing hatred and intolerance toward others who don't adhere to their beliefs. This includes rejecting fellow Muslims of different sects, as well as imams who repudiate violence.
- They refuse to engage with or debate ideas that counter their own.
- They turn their back on their life as it was before radicalization.
- Surfing of pornography and violent jihadi/anti-government websites takes up increasingly large chunks of their day.
- They develop obsessive patterns of behavior and pine for martyrdom and the apocalypse.

With growing violent extremist activities overseas, it is also important to report people who are being recruited to go overseas, as indicated by the following behavior, or have returned from fighting overseas.

- Show new interest in regional conflicts
- Express support for violent extremist organizations
- Spend more time on the Internet watching violent extremist videos and frequenting websites, forums, or chat rooms with violent extremist group propaganda
- Communicate with persons associated with violent extremist organizations in person or on social media
- Change appearance
- Withdraw from community, family, and friends
- Learn to use weapons
- Start to save money for travel overseas
- Make suspicious travel patterns, e.g., buying one-way plane tickets

3. REPORTING OTHER PROBLEMS AND INCIDENTS

The SDPD is not responsible for dealing with all of the problems and incidents that affect public health, safety, and welfare, although in many cases it works with other agencies in addressing them. Problems involving social disorder, animals, unsafe street conditions, certain municipal code violations, neighborhood nuisances, abandoned shopping carts, suspected child and elder abuse, lost persons with Alzheimer's disease, and City fraud, waste, and abuse should be reported to the agencies that have the primary responsibility. All of these reports are completely confidential so you should not be afraid to give your name, address, and phone number.

Phone numbers for reporting various problems and incidents are provided in this section. Now with the City's *Get It Done* project you can also report a variety of common non-emergency problems online or on your smartphone. These deal with abandoned vehicles, curbs, gutters, dead animals, graffiti, litter, dumping, potholes, sidewalks, storm drains, street lights, traffic signs, traffic signals, etc.

To report a problem online go to **www.sandiego.gov/get-it-done** and click on the icon for the type of problem you want to report to get the New Report screen. Before completing steps 1 through 4 to locate and describe the problem you need to register and log in. To do this click on LOGIN/REGISTER on the top right of the screen and follow the instructions. You will get another New Report screen. Complete steps 1 through 4. Note that only 1 and 2 are required. After entering an address in Step 1 you will get several addresses below the box. Click on the correct one. It will appear in the box and a map will appear below it with the location shown with a red arrow. Click next at the bottom of the page when you are finished. It will take you to the Verify and Confirmation screens.

To report a problem with your smartphone download the official City mobile app at **<https://itunes.apple.com/us/app/san-diego-311/id1065050595?ls=1&mt=8>** or **<https://play.google.com/store/apps/details?id=com.connectedbits.sd311>**. With it you can take a photo of a problem and upload it from home or while still nearby. *Get It Done* will automatically update the problem report with information about where the photo was taken. After uploading the photo the app user simply has to identify a few details about the problem and click Submit. The app also makes it easier for residents to check the status of projects in real time and view information on various issues in the City.

a. Social Disorder. Social disorder involves problems, which if not dealt with in their early stages, become magnets for crime. Existing graffiti and litter are examples of social disorder that should be reported to other agencies. Abandoned vehicles should be reported to the SDPD. Abandoned, wrecked, dismantled, or inoperative vehicles should be reported to the SDPD, as discussed in Sec. 2.b.1 under Vehicle Abatement.

1- Graffiti. If you see graffiti in your neighborhood on public or private property, report it immediately. This can be done by calling the City's Public Works Dispatch at **(619) 527-7500** or by reporting it on *Get It Done* as described above.

City crews will remove graffiti from City property, usually within five days of receiving a report. Graffiti on private property can be removed by the property owner or by Urban Corps. For the latter to occur, the City gives Urban Corps a description of reported graffiti and Urban Corps contacts property owners to get written authorization to remove it. This will release the City from liability for any damage that might occur in the removal

process. And there is no cost to the property owner for this. If the graffiti is not removed the City will use the enforcement remedies and abatement procedures in Secs. 54.0401 *et seq* of the San Diego Municipal Code (SDMC) to bring the property into compliance.

If you see graffiti vandalism in progress, call **911** and give the dispatcher the location and a good description of the vandals and their vehicles. Do not confront them because they often carry weapons and have lookouts you may not see. See Sec. 2.c.1 above about rewards for providing information leading to the arrest and conviction of graffiti vandals.

2- Litter. Call the City of San Diego's Environmental Services Department at **(858) 694-7000** regarding litter on private or public property. Call City Park and Recreation at **(619) 685-1350** regarding litter on property in a Landscape Maintenance Assessment district.

b. Animals. Call the County Department of Animal Control 24-hour emergency number, **(619) 236-2341**, to report incidents involving animals that threaten public health and safety. Call the City Environmental Services Department at **(858) 694-7000** for the removal of dead animals in public right-of-ways. The following numbers can be used for other animal control services:

- Spaying or neutering, lost and found, operator assistance, etc. **(619) 236-4250**
- Licensing and rabies vaccinations **(619) 236-4250**
- Adoptions **(619) 236-4250**
- Noise abatement **(619) 236-5500**

SDMC Sec. 59.5.0502(c)(1) makes it unlawful to keep an animal which by any frequent or long-continued noise annoys or discomforts a reasonable person of normal sensitivities in the vicinity. Sec. 59.5.0502(c)(2) states that animal noise that disturbs residents in two separate adjacent residences or three residents in three separate nearby residences will be prima facie evidence of a violation. If you and one or two neighbors are willing to sign complaints you should call the City's Code Enforcement Intake Line at **(619) 236-5500**. If not, you could try mediation or a civil action as suggested below under neighborhood nuisances. But you will still need to prove the nuisance, which is best done with several witnesses.

c. Unsafe Street Conditions. Conditions that should be reported include: holes and cracks in surfaces and curbs; missing, damaged, or obscured signs; inoperative lights and signals; hazardous debris; needs for new safety measures; and trees that need trimming.

1- Holes and Cracks in Surfaces and Curbs. Call Public Works Dispatch (PWD) at **(619) 527-7500** to report potholes, cracks, and other problems with street surfaces, sidewalks, and curbs.

2- Missing, Damaged, or Obscured Signs. Call PWD at **(619) 527-7500** to report these problems.

3- Inoperative Lights and Signals. Call PWD at **(619) 527-7500** to report inoperative street lights and traffic signals.

4- Hazardous Debris. Call the City Environmental Services Department at **(858) 694-7000** to report hazardous debris on streets. Call the California Highway Patrol at **(858) 637-3800** to report small objects on freeways that are unlikely to cause an accident or injure a motorist. Call **911** if the object could endanger motorists.

5- Needs for New Safety Measures. Call City Transportation Engineering Operations Division at **(619) 533-3126** to suggest new crosswalks, curb markings, traffic signals, signs, speed bumps, additional street lights, obstruction removal, etc.

6- Trees. Call PWD at **(619) 527-7500** to report city-owned trees that need trimming.

d. Code Violations. Call the City's Code Enforcement Intake Line at **(619) 236-5500** regarding violations of the City's housing, building, sign, zoning, vehicle parking, weed abatement, and noise regulations. Some common violations that should be reported include vehicles parked in front yards, excessive weeds on private property,

dilapidated or unsafe structures or fences, unsecured vacant structures, uninhabitable rental housing, building or remodeling without permits, illegally posted signs, operating a business from a home, other illegal uses of residential property, and garages converted to living spaces. When you phone in your complaint, you will be asked if you have contacted the responsible party. Most people want to be good neighbors and are cooperative once the issue is brought to their attention. Due to the existing case load and staff constraints, the complaint you file should be for those properties where the violations directly affect you. Community-initiated complaints will usually receive a higher priority than individual complaints. High service demands can routinely cause cases to remain open for 30 or more days. These cases usually involve violations that do not affect the public at large and do not constitute a health and safety problem.

Alternatively, you can report a violation online or by mail using the Request for Information form at **www.sandiego.gov/ced/report/investigation**. Forms submitted by mail should be addressed to: Code Enforcement Division 1222 First Ave., Fifth Floor, MS 511, San Diego, CA 92101. More information about reporting violations can be found at **www.sandiego.gov/ced/report**.

Now you can get information on code enforcement cases since 2011 on the City Development Department's OpenDSD page at **www.sandiego.gov/development-services/opendsd**. If you know the Case ID number or address, click on Code Enforcement Case Search box to do a search. If you want information on the existing cases in a particular area, click on the Code Enforcement Case Map box. You will get a map of Balboa Park with case icons around it. Pan to the area of interest and click on Refresh Results to get the case icons there. Move the hand to the icon at an address of interest. The hand will change to a finger, which will create a little pop-up with the name of the code violation when the hand is placed on the icon. You can then click on the icon to get the Case ID number and its open and close dates. Then if you click on the Case ID number you will get the case details and a street view of the property. If you want information on another case you have to start over from the map of Balboa Park.

e. Neighborhood Nuisances. Nuisances can include an unsightly property, excessive noise, gang activity, prostitution, drug activity, trespassing, CC&R violations, etc. The SDPD will assist neighbors wishing to take civil action against problem property owners to abate these and other nuisances. The basis for the civil action is a California law that makes property owners responsible for using their property in an ordinary and reasonable manner that is conducive to the peace and harmony of the neighborhood and does not interfere with the comfortable enjoyment of life and property by others. Property owners violate the law by allowing a nuisance to exist on their property whether they themselves live there or not. Once they become aware of the nuisance they become responsible for abating it.

The following steps should be taken to keep disputes with neighbors from becoming violent.

- Get to know your neighbor. Introduce yourself and talk about general issues of interest. A few weeks later raise your complaint.
- Keep a log of the nuisance. Write down the date, time, duration, and nature and effects of the nuisance.
- Discuss the nuisance with your neighbor and propose a solution to the problem. Explain your situation in a calm, polite way and outline the reasons for your concerns.
- Talk to your other neighbors. If the nuisance is affecting them a joint appeal for a solution should be made.
- Try mediation. It's less formal and may be less expensive than going to court. See Sec. 5.d below on conflict resolution for information on where to go for mediation.

If you need assistance in dealing with a nuisance you can send an e-mail describing the problem to Fred Zuckerman at **FZuckerman@pd.sandiego.gov**. There is no charge for this. He will work with you and guide you through a process to abate the nuisance. The process involves the following steps: collection of evidence, documentation of the nuisance effects, notification and negotiation with the property owner, demand that the nuisance be stopped, etc. If the property owner fails to abate the nuisance you and other neighbors affected by the nuisance can file a suit in small claims court where you describe the nuisance and your efforts to resolve it. The judge has the power to order the property owner to abate the nuisance and/or pay monetary damages. Court costs will usually be around \$100.

f. Barking Dogs. SDMC Sec. 59.5.0502(c)(1) makes it unlawful to keep an animal which by any frequent or long-continued noise shall cause annoyance or discomfort to a reasonable person of normal sensitiveness in the vicinity. Section 59.5.0502(c)(2) states that animal noise that disturbs two or more residents residing in separate residences adjacent to any part of the property on which the subject animal or animals are kept or maintained, or three or more residents residing in separate residences in close proximity to the property on which the subject animal or animals are kept or maintained shall be prima facie evidence of a violation of this section.

To deal with barking dogs you should first try talking to the property owners to make them aware of the nuisance and their responsibility to abate it. If it is not abated, start keeping a detailed log of the nuisance. Write down the date, time, and duration of the barking, and its effects on you and other nearby residents. Then if you and one or two neighbors are willing to sign complaints you should call the City's Code Enforcement Intake Line at **(619) 236-5500** to report the nuisance. The City will then mail a citation to the property owner. If the nuisance continues you can try mediation or file a law suit.

If the dog owners are willing to go to mediation call the NCRC at **(619) 238-2400** or go to its website at **www.ncrconline.com** to open a case. A case coordinator will call you within 24 hours to gather information about your case. The NCRC mediates disputes free of charge through funding by the County of San Diego.

If the dog owners refuse to go to mediation or the mediation fails to resolve the nuisance you and the residents affected by the nuisance can file a suit in small claims court where you describe the nuisance and your efforts to resolve it. The judge has the power to order the property owner to abate the nuisance and/or pay monetary damages. Court costs will usually be around \$100. If you need assistance in dealing with filing a suit you can call Fred Zuckerman at **FZuckerman@pd.sandiego.gov** for help. There is no charge for this.

g. Abandoned Shopping Carts. Members of neighborhood and business watch groups, business improvement districts, and other community groups who are concerned about this problem should do the following when they see an abandoned cart:

- If the cart has a phone number on it for retrieval purposes, call that number and report the location of the cart. The number may be that of the store or that of the California Shopping Cart Retrieval Corporation (CSCRC), which has contracts with some stores to retrieve and return their carts. Its number is **(800) 252-4613**.
- If the cart has a store name on it but no phone number, look up the number of the nearest store and call it to report the location of the cart or call the City Environmental Services Code Enforcement Section at **(858) 694-7000** to report its location. It will investigate the complaint and deal with the cart in the appropriate manner.
- If the cart does not have a store name or phone number, which is rare, call the City Environmental Services Code Enforcement Section to report its location.

h. Child Abuse. Call the County Social Services Department's Child Protective Services Child Abuse Hotline at **(858) 560-2191** or **(800) 344-6000** to report situations in which you suspect that a child has been abused or appears to be at risk of being abused. Your report will be investigated and steps will be taken to protect the child and preserve the family unit. The SDPD will be informed if abuse is involved. If you know that abuse has occurred, you should call SDPD directly at **(619) 531-2000** or **(858) 484-3154**. If the abuse is in progress you should call **911**. The police will investigate, take steps to protect the victim, prosecute the abuser, and inform the County Social Service Department.

The following are some signs of child abuse:

- Frequent or unexplained injuries
- Injuries that appear to have a pattern such as marks from a hand or belt
- Sexual language, knowledge, interest, or behavior beyond what is normal for the child's age
- Specific comments or complaints about abuse
- Lack of basic needs for food, clothing, and medical care
- Poor hygiene
- Sudden decline in school performance or frequent truancy
- Lack of supervision for long periods of time

- Excessively withdrawn, fearful, or anxious about doing something wrong
- Always watchful and on alert as if waiting for something bad to happen
- Shies away from touches, flinches at sudden movements, or seems afraid to go home
- Changes in behavior, extreme mood swings, withdrawal, fearfulness, and excessive crying
- Bed-wetting, nightmares, fear of going to bed, or other sleep disturbances
- Avoids undressing or wears extra layers of clothing
- Sudden acting out of feelings or aggression, rebellious behavior
- Regression to infantile behavior
- Acts inappropriately adult, e.g., taking care of other children
- Pain, itching, bleeding, fluid, or rawness in private areas
- Fear of certain places, people, or activities, especially being alone with certain people.

i. Elder and Dependent Adult Abuse. Call San Diego County Aging & Independence Services (AIS) at **(800) 510-2020** to report suspected instances of neglect and psychological, physical, financial, or sexual abuse of elders and dependent adults. This agency carries out investigations and provides assistance and case management where appropriate. The SDPD will be informed if abuse is involved. If you know that abuse has occurred, you should call SDPD directly at **(619) 531-2000** or **(858) 484-3154**. If the abuse is in progress, you should call **911**. The police will investigate, take steps to protect the victim, prosecute the perpetrator, and inform the appropriate County office.

If the abuse occurs at an assisted living facility, it should be reported on **(619) 531-3342**. Calls to this hotline will be screened for potential follow up by the San Diego County DA's Office.

The following are some signs of various types of elder and dependent adult abuse:

- Neglect
 - Inadequate clothing
 - Missed medical appointments
 - Dirty and unkempt appearance
 - Sudden decline hygiene
 - Malnutrition
 - Dehydration
 - Bedsores
 - Home that smells of urine or feces
 - Utilities turned off
 - No food in home
 - Lack of necessary medications
 - Need for eyeglasses or hearing aid
- Psychological abuse
 - Unreasonable or excessive fears
 - Withdrawal
 - Loss of appetite
 - Agitation
 - Isolation from family and friends
 - Unexplained bouts of crying
 - Confusion
 - Fearful or anxious in presence of a third party
- Physical abuse
 - Bites or burns
 - Unexplained broken bones, welts, or bruises
- Financial abuse
 - Changes in long-established banking routines
 - Third-party involvement in financial transactions, especially unusual ones
 - Sudden reliance on a "new best friend" for financial advice
 - Account activity involving unusually large and frequent withdrawals, numerous checks made to cash, new use of ATMs, new names on accounts, or out-of-sequence checks

- Sudden transfers of assets
- Unopened statements from new brokers
- Property refinancing with cash out, e.g., new loan on home when the mortgage had been paid off
- Transactions that can't be remembered or explained
- Power of attorney requests that can't be explained or understood
- Payments to claim prizes, or obtain unnecessary or inappropriate services
- Payments to provide additional income to caregivers
- Increased in credit card activity
- Failure to pay outstanding balances in full as in the past
- Worried about theft of assets
- Sexual abuse
 - Unexplained venereal diseases or genital infections
 - Bruising or bleeding in the genital area
 - Unexplained pain or itching in the genital area
 - Torn, stained, or bloody underwear

Self-neglect is also a serious problem for older persons. Suspicions of it should also be reported to San Diego County AIS. Signs include a worsening of medical conditions or a sudden change in weight or hygiene.

Many kinds of elder abuse can be prevented by the careful selection of home care agencies and workers. The following are some questions to ask about agencies:

- What is its licensing status? Is it certified by Medicare and Medi-Cal? How old is it?
- Does it carry liability insurance? Are the workers bonded?
- What are its hiring standards? Does it provide training? How are the workers supervised?

The following tips involve home care workers:

- Hire through a licensed home care aide organization that employs registered home care aides (HCAs).
- Check the Registry before hiring an independent HCA. The Registry is accessible at www.bit.ly/Hcregistry. It provides individuals with the ability to search for a HCA who has completed the application and criminal background check process. For this you must have the HCA's first and last name at the time of application and their PIN, which is a unique 10 digit number that is given to each HCA for the Registry. The number is created when HCAs complete their application.
- Do not let aides handle the elder's finances.
- Visit the elder frequently and conduct unannounced spot checks at different time of the day to evaluate the aide's work and make sure he or she is following your instructions.

More information on selecting elder care facilities and caregivers can be found online in the SDPD paper entitled *Senior Safety and Security Tips*. Go to the Prevention Tips page on the SDPD website at www.sandiego.gov/police/services/prevention/tips and click on Senior Safety and Security.

If the elder cannot handle his or her finances or has become a victim of elder financial abuse, you need to do the following.

- Handle all accounts, pay bills, etc. or have a trusted relative or friend, licensed professional fiduciary, or bank take care of the elder's finances.
- Lock up or remove from the home all financial records, checkbooks, credit cards, personal ID information, etc.
- Supply a limited amount of cash to the elder or caregiver for necessities, and require receipts and an itemized accounting of all expenditures.

For current information on preventing elder abuse in San Diego County, go to the AIS website at www.sandiegocounty.gov/hhsa/programs/ais, click on All Services A-Z, select AIS Publications under Staying Informed, and then select the *Safe Seniors* newsletter under AIS Publications. Its articles include features about related programs and services, items of general interest regarding elder abuse prevention, and a listing of current

legislation related to elder abuse. The newsletter is a combined effort of AIS and the District Attorney's (DA's) office.

Answers to frequently asked questions about elder abuse are provided in a consumer education pamphlet entitled *What Should I Know about Elder Abuse?* published by the State Bar of California. The text is available on its website at www.calbar.ca.gov by clicking on Consumer Information in the left-hand menu and then on Legal Information, Criminal Justice, and its title.

At the federal level the National Center on Elder Abuse serves as a resource center dedicated to the prevention of elder abuse. On its website at <https://ncea.acl.gov> you will find up-to-date information regarding research, training, best practices, news and resources on elder abuse, neglect, and exploitation.

j. Lost Person with Alzheimer's Disease. After calling **911** to report a lost or found person, call the Alzheimer's Association's *MedicAlert + Safe Return Program* 24-hour Hotline at **(800) 625-3780**. Your call will activate a community response team that will: (1) notify other law enforcement agencies, hospitals, transportation modes, the media, and other organizations, as appropriate; (2) provide support to the family; (3) provide new information to law enforcement agencies as available; and (4) notify all agencies when the person is found. To enroll a person in *MedicAlert* and obtain identification for the person to wear you can call **(800) 432-5378** or visit its website at www.medicalert.org.

Persons at risk of wandering should also be enrolled in the *Take Me Home (TMH)* Program maintained by the San Diego County Sheriff's Department. Information about this Program can be found on its website at www.sdsheriff.net/tmh. The easiest way to enroll a person in the Program is by clicking the REGISTER ONLINE NOW button on this website. This allows you to register a person and submit a photo electronically from a desktop computer, iPad, iPhone, or Android device. There is no cost for enrollment. The data is confidential and only accessible to local law enforcement agencies. It will include relevant health information, details on behavioral patterns, etc. and will be relayed to first responders when a person is reported lost. So be sure to tell the dispatcher that the person is enrolled in the *TMH* Program when you call.

The Sheriff has also partnered with several organizations in the community, including the local Alzheimer's Association, that have entry access to the Program. You can contact it and request to meet and have your person entered into the Program through it. Its phone number is **(858) 492-4400**. It is located at 6632 Convoy Court, San Diego, Ca 92111.

The Alzheimer's Association offers the following tips to caregivers of persons at risk of wandering. More information is available on its website at www.alz.org/care/alzheimers-dementia-wandering.asp.

- Never leave the person alone without supervision.
- Avoid busy places such as shopping malls and grocery stores in which the person can become confused and disoriented.
- Place door locks where the person is unlikely to see them. Consider installing slide bolts at the top or bottom of exterior doors.
- Install devices such as a bell or alarm system that signals when a door or window is opened.
- Keep car keys out of sight.

k. City Waste, Fraud, and Abuse. The City Auditor has a hotline for anonymously reporting suspected cases of fraud, waste, or abuse of public resources. It's designed for use by the public as well as city employees who are not comfortable going through their chain of command. The number is **(866) 809-3500**. Reports can also be submitted online at www.reportlineweb.com/Welcome.aspx?Client=citysandiegoFraudHotline. To process a complaint about fraud, waste, abuse that involves a City of San Diego employee, a contractor, or a vendor doing business with the City of San Diego, you should have the following information before contacting the hotline:

- The name of the involved suspect(s)
- The nature of the alleged incident
- How the alleged incident was committed

- Where the alleged incident was committed
- When the alleged incident was committed

If a hotline complaint is substantiated, disciplinary actions by management may include oral or written counseling, oral or written warning, reprimand, supplemental performance evaluation, suspension, compensation reduction, demotion, or termination. Suspected Code violations would be referred to City Attorney's Office or the SDPD for investigation and possible prosecution.

4. HELPING TO ARREST, CONVICT, AND PUNISH CRIMINALS

Both individuals and businesses have important responsibilities in helping to arrest, convict, and punish criminals.

a. Individuals. Individuals who are crime victims or witnesses have a civic responsibility to testify in court and make a citizen's arrest.

1- Testifying in Court. Individuals who are crime victims or witnesses have a civic duty to testify in court to help convict and punish criminals. This is an essential element in our criminal justice system. Criminals cannot be prosecuted if community members fail to fulfill this responsibility. Testifying in court also gives victims and witnesses a sense of empowerment and a degree of personal satisfaction from helping to punish the person who committed the crime. However, as in fulfilling any responsibility, it involves some personal inconvenience.

To appear in court you will have to travel to the court and may have to wait before being called to testify. In some cases it might be necessary to make more than one trip for an appearance because court proceedings are often subject to delays and disruptions that cannot be predicted in advance. Some compensation is available however. You will be paid a witness fee that should cover transportation and parking expenses, and you will get an allowance for meals you eat while waiting to testify. Other help can be requested in special situations, e.g., for childcare or transportation of a disabled person. Although retaliation is not a problem in the vast majority of cases, personal protection can be requested if a risk of retaliation exists. Finally, victims can get assistance in recovering their financial losses. See Sec. 5.e on ways crime victims and witnesses can get various kinds of assistance.

After the criminal is convicted, a sentencing hearing is conducted to determine the punishment. Victims, members of their family, and other community members involved in the case should appear before the judge to make suggestions for appropriate punishment and show support for the victim.

2- Making a Citizen's Arrest. A citizen's arrest occurs when a private person or a police officer acting on behalf of a private person takes a person into custody in a lawful manner. In the case of a misdemeanor -- a lesser crime than a felony that is generally punishable by imprisonment in the county jail not exceeding six months or by a fine not exceeding \$1,000 or both -- the private person involved must see or hear the crime committed, sign the arrest form, and agree to testify in court before the officer will take the person into custody. If not for citizen's arrest, some persons would not be arrested for committing misdemeanors. This is because a police officer can arrest a person for a misdemeanor only if the crime is committed or attempted in his or her presence. And even then in some situations, e.g., ones involving trespasses, the private person whose rights are violated must sign the arrest form and agree to testify in court before the officer will make an arrest. An exception to these rules exists when a minor is involved; then an officer can make an arrest based on probable cause, e.g., a description provided by the victim.

A private person who sees a crime in progress or about to happen that involves serious personal injury, property damage, or property loss, i.e., an emergency, should call **911** immediately. In other cases, i.e., non-emergencies, the crime should be reported by calling the SDPD at **(619) 531-2000** or **(858) 484-3154**. The officer who responds will know whether a citizen's arrest is necessary before taking the suspect into custody.

A private person or another person acting on his/her behalf can also detain a person seen committing a crime and hold that person until a police officer arrives. This is often done with shoplifters. Reasonable force can be used to make the arrest, prevent escape, or overcome resistance. However, a private person should never get involved in such an arrest if their safety might be at risk. It is often better to get good descriptions of the persons and vehicles involved, call **911** immediately, and offer your assistance in identifying and prosecuting the suspects. For example,

it is strongly advised that citizens not attempt to arrest graffiti vandals because of the possibility that such criminals might be armed.

In the case of a misdemeanor reckless driving or hit and run in which a private person witnesses the incident and provides the police with a description of the vehicle, a citizen's arrest could occur if the police locate and stop the vehicle in a timely manner and the witness identifies the driver, signs an arrest form, and agrees to testify in court. If the police are unable to locate the vehicle and driver in a timely manner, the misdemeanor becomes "stale" and a different procedure must be followed. The witness would have to identify the driver in a photo lineup and agree to testify in court before the case is sent to the City Attorney for prosecution. (If there are injuries involved, a hit and run becomes a felony, and a police officer can make the arrest on the basis of information provided by the witness.)

b. Businesses and Property Owners. One way they can help to arrest and convict criminals is to authorize the SDPD to act as their agent and enter their property for purposes of enforcing laws against any person(s) found on the property without their consent or lawful purpose. To do this they should talk to the CRO in the SDPD Division in their area about filing a Letter of Agency. The form for this Letter must be filled out on the SDPD website in the following steps and filed by clicking on Email Form on the bottom left. The first step can be skipped if they know what SDPD Division covers their property.

1. Go to www.sandiego.gov/police/pdf/2013policecitywidemap.pdf to find out what SDPD Division covers the neighborhood in which your property is located.
2. Go to the Forms page on the SDPD website at www.sandiego.gov/police/forms/forms and click on Trespass Authorization/Letter of Agency Form.
3. Click RESET FORM to get the start and expiration dates. The Letter must be renewed every 12 months.
4. Use the drop down menu to enter the Police Division.
5. Fill in the blue blanks on the form.

Also, the property should be posted with NO TRESPASSING signs stating that a Letter of Agency has been filed with the SDPD and giving the address of the property, the name and phone number of the property owner or manager, and the non-emergency SDPD phone number to report suspicious activities. That number is **(619) 531-2000** or **(858) 484-3154**. The signs should be at least 18 by 24 inches in size, have a font visible from the nearest public street, not be accessible to vandals, and be posted on the entrances and spaced evenly on the boundaries of the property. A sample sign is also available by clicking on View a Sample Sign on the Forms page of the SDPD website at www.sandiego.gov/police/forms/forms.

In addition to filing a Letter of Agency as described above, a property owner facing continuing crime problems on his or her property can submit a Citizen Request Form by going to the Forms page on the SDPD website at www.sandiego.gov/police/forms/forms, clicking on Citizen Request Form, filling out the Form online with as much information as possible about the problem, and then clicking on the Submit Request button at the bottom of the Form. You can use this Form to request additional patrol and/or to report criminal activity at a specific address. It will be sent to the responsible Division for review and response as appropriate.

Although it is not required, businesses should allow their employees time off work with pay when they are victims or witnesses and are called to testify in court.

5. GETTING HELP WITH PERSONAL AND FAMILY PROBLEMS

Individuals with personal or family problems need to get help before problems get out of hand and cause further difficulties. Two problems that are most prevalent in society are substance abuse and domestic violence. Some resources that provide referrals and help with these and other problems are suggested in this section. Also suggested are ways to get help if you are involved in a conflict or have been a victim or witness to a crime.

a. Alcohol and Drug Abuse. Individuals needing help with alcohol and drug abuse problems should call the County Health and Human Services Agency's Behavioral Health Services toll-free hotline at **(888) 724-7240** to get a list of organizations in their area that have treatment programs. Free material on the effects, prevention, and treatment of alcohol and drug abuse can be obtained by calling the National Clearinghouse for Alcohol and Drug

Information at **(800) 729-6686** or searching the Internet website of the Office of National Drug Control Policy at **www.whitehousedrugpolicy.gov**.

Individuals needing help with alcohol and drug abuse problems should call the County Health and Human Services Agency's Behavioral Health Services toll-free hotline at **(888) 724-7240** to get a list of organizations in their area that have treatment programs. Free material on the effects, prevention, and treatment of alcohol and drug abuse can be obtained by calling the National Clearinghouse for Alcohol and Drug Information at **(800) 729-6686** or searching the Internet website of the Office of National Drug Control Policy at **www.whitehousedrugpolicy.gov**. Another source of information is The Resource Center of the State of California Department of Alcohol and Drug Programs. It can be reached at **(800) 879-2772** or **www.adp.cahwnet.gov** on the Internet.

b. Domestic Violence. San Diego County, in partnership with the Center for Community Solutions, now has a 24/7 Domestic Violence Hotline that provides crisis counseling, safety planning, referrals to various service agencies, and information on shelter bed availability, restraining orders and other legal aid, etc. The toll-free number is **(888) 385-4657**. Persons with existing domestic violence problems or cases should call the San Diego Family Justice Center's Domestic Violence Info Line at **(619) 533-6000** for assistance. That line is staffed Monday through Friday from 8:00 a.m. to 4:30 p.m.

You should call for help if your partner exhibits any of the following behaviors.

- Tells you that you can never do anything right
- Shows jealousy of your friends and time spent away
- Keeps or discourages you from seeing friends or family members
- Embarrasses or shames you with put-downs
- Controls every penny spent in the household
- Takes your money or refuses to give you money for expenses
- Looks at you or acts in ways that scare you
- Controls who you see, where you go, or what you do
- Prevents you from making your own decisions
- Tells you that you are a bad parent or threatens to harm or take away your children
- Prevents you from working or attending school
- Destroys your property or threatens to hurt or kill your pets
- Intimidates you with guns, knives, or other weapons
- Pressures you to have sex when you don't want to or do things sexually you're not comfortable with
- Pressures you to use drugs or alcohol

These are listed on the National Domestic Violence Hotline's website at **www.thehotline.org/is-this-abuse/abuse-defined**, which also defines various kinds of physical, emotional, sexual, financial, and digital abuse, and sexual and reproductive coercion.

Answers to many questions about domestic violence are contained in a consumer education pamphlet entitled *Can the Law Protect Me from Domestic Violence?* published by the State Bar of California. It is on the Bar's website at **www.calbar.ca.gov/LinkClick.aspx?fileticket=Ikr3QL9riFs%3D&tabid=1330**. It and other pamphlets listed below can be ordered by calling **(888) 875-5297**.

c. Other Problems. You can now call **211**, the new 24/7 national dialing code for information and referrals about community, health, and disaster services. Information is available on addictions, child care, clothing, counseling, domestic violence, employment, food, housing, legal assistance, parenting, senior services, sexual assault, shelters, youth and teen services, and many other topics. This information is also online at **www.211SanDiego.org**. For immediate assistance on mental health problems you can also call the San Diego County Health and Human Services Agency's Behavioral Health Services' toll-free hotline line at **(888) 724-7240**. Professional counselors are available 24/7 to help callers through their crises and refer them to appropriate services. Counseling is available in Spanish and other languages.

Another source of information is the set of eight single-issue pamphlets for consumers who are seeking legal advice or have a problem with their attorney. They are published by the State Bar and can be read on its website in

English and Spanish at www.calbar.ca.gov by clicking on Pamphlets in the left-hand menu and then on the title of the pamphlet of interest. These pamphlets deal with the following issues:

- Finding the Right Lawyer
- A Lawyer Referral Service Can Help You
- Having a Fee Dispute with Your Lawyer?
- Having a Problem with Your Lawyer?
- The Client Security Fund Can Help You
- Do I Need a Will?
- Do I Need Estate Planning?
- Do I Need a Living Trust?

The first three titles are also available in print along with *Kids & the Law: An A-to-Z Guide for Parents, Seniors & the Law: A Guide for Maturing Californians*, and *When You Turn 18: A Survival Guide for Teenagers*. Click on “order form page” to order copies. Those who don’t have access to the Internet may call (888) 875-5297 to order copies.

Free legal assistance for seniors 60 and older in San Diego County can be obtained from the Senior Citizens Legal Services Program of Elder Law and Advocacy (ELA). Staff attorneys travel to community outreach sites on regular monthly schedules. Call (858) 565-1392 for an appointment. And visit its website at <http://seniorlaw-sd.org> to see what resources it has available and sign up for its newsletter to keep up to date on legal issues facing seniors.

d. Conflict Resolution. Many personal and family problems can be resolved through mediation. By California law aimed at reducing court caseloads, the initial mediation sessions are free of charge. One organization you can call to negotiate restitution and resolve conflicts between victims and offenders arising from property crimes like theft, vandalism, burglary, and trespass is the San Diego Restorative Justice Mediation Program at (619) 280-1993. It also deals with conflicts between family members, e.g., parent-child. Mediation provides an opportunity for frustrated parents, unhappy children, and troubled families to talk about the things that bother them, set goals, and work out agreements to help them get along better.

To resolve civil disputes involving neighbors, landlords and tenants, family members (divorce and parent-child), businesses, etc., you can call the National Conflict Resolution Center (NCRC) at (619) 238-2400 or go to its website at www.ncrconline.com to open a case. A case coordinator will call you within 24 hours to gather information about your case. The NCRC mediates disputes free of charge through funding by the County of San Diego.

To deal with parent-child problems, the NCRC lists the following reasons to consider mediation:

- It's different from therapy.
- No one tells you what to do.
- What everyone has to say is important.
- Each person is listened to with respect.
- It works for 90 percent of the parents and teens who try it.
- Your family controls the outcome by forming agreements that work for those involved.
- It can prevent disputes from escalating to violence.
- It's confidential. No one reports anything that is said in mediation.
- You have nothing to lose.

e. Crime Victim and Witness Services. The County DA’s Victim Assistance Program offers comprehensive services to victims and witnesses of all types of crimes. Services are provided from the moment the crime occurs for as long as assistance is needed; there is no cutoff for assistance by the program. The Program was created by the passage of Sec. 13835 *et seq* of the California State Penal Code, which mandates local comprehensive centers for victim and witness assistance throughout California. Its services are described online at www.sdca.org/helping/victims/victim-services.html. If you have been a victim of a crime and need assistance,

you can call **619-531-4041**. A Victim Advocate will speak with you and determine how we can assist you. Program services are provided free of charge, and there is no legal citizenship requirement to receive assistance.

Mandatory victim services include the following:

- Crisis intervention
- Emergency assistance
- Resource and referral assistance
- Direct follow-up counseling
- Property return assistance
- Orientation to the Criminal Justice System
- Court escort and court support
- Case status and case disposition information
- Notification of family and friends
- Employer notification
- Victim of crime claims assistance

Optional services include:

- Creditor intervention
- Child care
- Restitution information
- Witness notification
- Funeral and burial arrangements
- Crime prevention information
- Temporary restraining order information
- Transportation assistance
- Court waiting area
- Employer intervention

The Program also provides help in getting emergency funds, financial assistance from the California Victim Compensation Program (CalVCP), and referrals to other agencies that provide assistance. Information about CalVCP can be obtained online at www.calvcp.ca.gov or by calling **(800) 777-9229**. Answers to frequently asked questions about being a crime victim are provided in a consumer education pamphlet entitled *What Should I Do If I Am a Crime Victim?* published by the State Bar. The text is available on the State Bar's website at www.calbar.ca.gov by clicking on Consumer Education in the left-hand menu and then on Legal Information, Criminal Justice, and then its title.

6. EXERCISING PARENTAL AUTHORITY

Good citizenship begins at home. Parents and guardians bear the primary responsibility for the actions of their children. They must set good examples for their children at home and in their community, teach morals and values, provide a safe home environment, make sure that their children get a good education, direct their children into constructive activities, be involved in their children's activities, make their children responsible and accountable for their actions, etc.

Many good ideas for parenting and activities for children are contained in the *San Diego Family* and *San Diego Parent* magazines, which are published monthly and available free at many libraries, grocery and toy stores, schools, and other family-oriented establishments. They also contain calendars of family and children's events in San Diego County, many of which are free.

Another resource for parents is the San Diego Community College's continuing education program. It offers a variety of free classes at Centers throughout the City on child development, family relations, and many other topics. Call the San Diego Community College at **(619) 388-1800** for information on parenting classes.

Parents can get answers to many legal questions concerning their children from a booklet published by the State Bar entitled *Kids and the Law: An A-to-Z Guide for Parents*. It deals with a range of subjects from the “Age of Majority” to “Work Permits and Taxes” with references to the relevant code sections. It also contains a glossary of legal terms. However, it is not intended to substitute for the advice of an attorney. And it may not provide the latest code references. It can be read online or ordered on the State Bar’s website at www.calbar.ca.gov. Print versions are also available in Spanish.

When a child becomes 18, he or she acquires a new set of legal rights and responsibilities. These deal with jury duty, voting, housing, contracts, torts, etc. They are discussed in question and answer form in a pamphlet entitled *When You Become 18: A Survival Guide for Teenagers*. It can also be read online or ordered on the State Bar’s website at www.calbar.ca.gov. And print versions are also available in Spanish. Parents can use this booklet to help their children make the transition to young adults.

Some general parenting tips are listed below:

- Make time every day to discuss the day’s events with your children. Encourage them to tell you about anything that makes them uncomfortable, or scares or confuses them. Listen to what they say and never underestimate their fears or concerns. Show them that you are always concerned about them. Effective communication is the most important factor in child safety.
- Have clear family rules. The consequences of breaking them should be clear.
- Be a good role model. Actions speak louder than words. Be the person you want your children to be.
- Discuss the consequences of tobacco, alcohol, drug use, etc. Tobacco is addictive. It yellows teeth, fouls breath, and kills. Drugs, including alcohol, alter judgment and perspective, and interfere with physical, emotional, and social growth. They are also addictive.
- Know what your children are doing. Know what they do in school and after school. Know their friends. Be involved in their lives.
- Educate yourself on the social and emotional needs of your children.
- Be alert for any changes in your child’s behavior. Look and listen for things that indicate something is troubling him or her. Children are often uncomfortable in disclosing disturbing events or feelings because they are concerned about your reactions to their problems. When they do talk about their problems be calm, compassionate, reassuring, and nonjudgmental as you work with them to resolve the problem.
- The following are indications that a girl might be sexually exploited: frequent truancy from school, bruises and other signs of physical abuse, and unidentifiable sources of money and goods.

The rest of this section describes some programs in which children can be enrolled, discusses how parents and guardians can prevent and deal with various problems involving their children, and defines some of the liabilities parents and guardians may face if they fail to fulfill their responsibilities. More information on child safety and security can be found on the SDPD website. Go to the Prevention Tips page at www.sandiego.gov/police/services/prevention/tips and click on Child Safety and Security.

a. STAR/PAL Youth Programs. There are a large number of youth programs in the city of San Diego. Many are offered by STAR/PAL (Sports Training, Academics, Recreation/Police Athletic League), a nonprofit organization that provides over 10,000 youth services annually in inner-city neighborhoods throughout the city and county of San Diego. It offers free educational, athletic, and recreational programs which focus on promoting youth safety, positive life choices, and academic success. Its program directors are officers from the San Diego Police and the San Diego County Probation Departments. These dedicated officers coordinate unique programs for underserved youth with the assistance of additional law enforcement and community volunteers. By bringing youth and law enforcement officers together in this manner, STAR/PAL helps build safer communities in the future. Some of its programs are: Mentoring Youth for Tomorrow and Making Changes, Girl-E Leadership and Empowerment, KIDZWATCH Academies, Teen-LEAP (Leadership, Empowerment, Awareness Program), InterACTion, Kids Cops and Cameras, field trips, lake fishing, outdoor excursions, Junior Chargers Training Camps, fundamental sports skills clinics, San Diego Padres Baseball Camps, Pro-Kids Golf Academy, Shop with a Cop, and *The Grinch* Production. Parents can go to the STAR/PAL website at www.starpal.org for information about these programs, opportunities, and events. They can also get information by calling the STAR/PAL Office at (619) 531-2718.

A new program that is not described on the STAR/PAL website is “Man Up.” It has a six-week curriculum designed to empower teenage males through development of their leadership and decision-making skills. Its goal is to encourage positive emotional, social, mental, and physical development in adolescent males. It focuses on life skills for making positive life choices and avoiding risky adolescent behavior. It highlights the dangers of substance abuse, gang violence, and becoming a part of the juvenile justice system.

b. Dealing with Specific Problems. Notwithstanding parent’s best efforts, children can be influenced adversely by peer pressures and pick up bad behavior outside the home. Parents must learn to recognize signs that indicate their child may be involved in gangs, drug and alcohol abuse, graffiti vandalism, and other problems, and deal with them as early as possible. They must also make sure their children abide by the curfew law, attend school, drive safely, stay away from guns, etc. And they should be alert for warning signs of suicide. Information about various actions parents can take to prevent juvenile delinquency, violence, and victimization, and other related subjects can be obtained by calling the Office of Juvenile Justice and Delinquency Prevention of the U.S. Department of Justice at **(800) 638-8736**. Parents who cannot deal with their children's behavior on their own can get help from many agencies, several of which are mentioned in this section, and from the Juvenile Services Team at their local SDPD Area Station.

1- Adolescent Relationship Abuse. Adolescent Relationship Abuse (ARA), which includes Teen Dating Violence (TDV), is widespread among teens according to a 2013 survey conducted by the National Opinion Research Center (NORC) at the University of Chicago and sponsored by the National Institute of Justice. As such, ARA has become a significant health concern for adolescents and is the subject of a great deal of activity by the Office of Adolescent Health (OAH) in the U.S. Department of Health and Human Services, the Division of Violence Prevention in the National Center for Injury Prevention and Control of the U. S. Centers for Disease Control and Prevention (CDC), and many other organizations.

Adolescent Relationship Abuse (ARA) refers to an escalating pattern of repeated acts that physically, sexually, psychologically, or financially abuses a relationship partner. Physical abuse includes hitting, shoving, slapping, kicking, hair pulling, etc. Sexual abuse includes unwanted touching, forcing a partner to engage in a sex act, drugging or getting a partner drunk to force a sex act, refusing to use birth control measures, etc. Emotional abuse includes name calling, insults, isolating a partner from family and friends, bullying, shaming, stalking, harassment, threatening to spread rumors if a partner refuses to have sex, etc. Financial abuse includes preventing a partner from going to work, destroying a partner’s property, stealing or demanding money, etc. ARA can also occur electronically, such as repeated texting or posting sexual pictures of a partner online. Teens often think some behaviors like teasing and name calling are a “normal” part of a relationship. However, these behaviors can lead to more serious form of abuse, which can have a significant negative effect on a partner’s health throughout life. Teens who are victims of ARA are more likely to experience symptoms of depression and anxiety, have eating disorders, exhibit antisocial behavior, do poorly in school, think about suicide, become pregnant (females), engage in binge drinking, or use tobacco or drugs.

The preliminary results of the NORC survey are listed below.

- 68 percent of the respondents said they had been victims of ARA. 62 percent said they had perpetrated ARA.
- 18 percent said they had been victims of physical abuse. 12 percent said they had perpetrated physical abuse.
- 18 percent said they had been victims of sexual abuse. 12 percent said they had perpetrated sexual abuse.
- 64 percent said they had been victims of psychological abuse. 61 percent said they had perpetrated psychological abuse.

Risks of having unhealthy relationships increase for teens who:

- Believe it's OK to use threats, anger, or violence to get their way
- Use alcohol or drugs
- Can't manage anger or frustration
- Hang out with peers in abusive relationships
- Have multiple sexual partners
- Have a friend involved in an abusive relationship
- Are depressed or anxious.

- Have learning difficulties and other problems at school
- Don't have parental supervision and support
- See violence at home
- Have a history of aggressive behavior or bullying.

The family environment is critical in preventing ARA. Parents should be good role models and show their children how to treat people with respect in their relationships with others. They should also monitor their children's activities -- know where they are, who they're with, what they're doing, and when they'll be home. By setting boundaries and expectations for their activities parents can guide their children in making good decisions on their own. For all of this parents must communicate openly with their children. Experts say it's never too early to start talking about tough topics. Parents should not wait for their children to come to them. Many tips for communicating with your children are suggested in a page entitled *Talking with Teens: Conversation Tools* on the website of the Office of Adolescent Health in the U.S. Department of Health and Human Services at www.hhs.gov/ash/oah/resources-and-publications/info/parents/conversation-tools. And in a CDC video entitled *Break the Silence: Stop the Violence* at www.cdc.gov/cdctv/injuryviolenceandsafety/break-silence-stop-violence.html, parents talk with teens about developing healthy, respectful relationships before they start dating.

But even if parents talk to their children about preventing ARA and encourage good relationships with others, their children may become a victim or a perpetrator of ARA. Parents need to watch for warning signs of this. One is refusing to talk about a relationship. Another is denying any abuse or offering excuses for their behavior. Other signs of a child being a victim are suspicious bruises or other injuries, failing grades, no interest in activities or hobbies that he or she once enjoyed, or a partner who is three or four years older. A victim might also be afraid to introduce their partner to his or her parents, excuse their partner's behavior, respond immediately to calls or texts from their partner, withdraw from family and former friends, change their routines, or spend too much time with their partner. And a perpetrator may call or text his or her partner constantly, make insulting remarks about or threatens his or her partner, easily lose his or her temper, be unable to control his or her anger, etc.

Parents need to act quickly if they suspect or know their child is involved in ARA. If they can't terminate the relationship, they can get help from two hotlines and a CDC video. They can also get help for their child from a behavioral health professional, or if the violence occurs at school, from the school counselor.

The hotlines are:

- National Teen Dating Abuse Helpline. This is a 24/7 toll-free line created to help teens (ages 13-18) experiencing dating abuse. Teens and parents can call **(866) 331-9474** or log on to the interactive website www.loveisrespect.org to receive confidential assistance from trained advocates. They can also write and get assistance in a one-on-one private chat room.
- National Domestic Violence Hotline. This 24/7 line is a partner of loveisrespect. Its advocates provide support, resources, and hope to domestic violence victims and their friends and family. Learn more by calling **(800) 799-7233**.

The CDC video is entitled *Dating Matters: Understanding Teen Dating Violence Prevention*. This 60-minute interactive training is designed to help educators and others working with teens to understand the risk factors and warning signs associated with TDV. In it parents will learn to understand TDV and its effects, identify factors that place teens at risk, and communicate with teens about the importance of healthy relationships. They will also learn about resources to prevent TDV. The video is online at <http://vetoviolence.cdc.gov/datingmatters/>.

If the relationship is intimate, which includes dating, and involves abuse or threats of abuse, it is defined as domestic violence and a parent or the victim can get a restraining or "protective order" to protect the victim from future contact, physical or sexual abuse, threats, stalking, or harassment. More information about restraining orders can be found on the website of the California Courts Judicial Branch at www.courts.ca.gov/1260.htm#domestic.

2- Alcohol. Drinking is an adult privilege. It is illegal in California for anyone under 21 to drink or buy alcoholic beverages. While the majority of teens do not drink, most are faced with the opportunity and many fail to resist peer pressure to drink. Parents need to teach their children about the effects, dangers, and possible consequences of drinking, and should try to discourage it altogether. Drinking loosens inhibitions and leads to bad judgments

that can result in traffic accidents with serious injuries, costly civil litigation, social embarrassment, hefty legal fines, college probation or loss of scholarships, unwanted pregnancies, sexually transmitted diseases, and various criminal acts.

Parents are the single most important influence on children's decision whether or not to drink. If you drink you should:

- Drink in moderation.
- Keep track of all alcoholic beverages kept at home.
- Have non-alcoholic beverages available at home.
- Never drive after drinking.
- Teach your children that it is not necessary to drink to have a good time.

You should also be aware that under the Teen Alcohol Safety Act of 2010 you will be guilty of a misdemeanor and be subject to civil liability if the alcohol served to a minor in your home is found to be the proximate cause of injuries or death to a third person. Social hosts will no longer be immune from liability when they serve alcohol to minors.

Parents should always talk openly with their children about alcohol use and abuse. When they go out you should always ask the following six "W" questions: Where are you going? Why are you going there? Who are you going to be with? What are you going to do? Will there be alcoholic beverages? When will you be home? And when they return you should discuss how they handled the situation if any underage drinking was involved and how they should handle it in the future. If you think your child has or may be developing an alcohol problem you can call San Diego Youth Services at **(619) 325-4696** for information and help.

3- Bullying. Bullying is a form of violence. It involves a real or perceived imbalance of power, with the more powerful child or group attacking those who are less powerful. Bullying may be physical (hitting, kicking, spitting, or stabbing), verbal (taunting, malicious teasing, name calling, or threatening), or emotional (spreading rumors, manipulating social relationships, extorting, or intimidating). Bullying can occur face-to-face or by an electronic communication device. When by the latter it is called cyberbullying, as discussed below in Sec. III.6.b.11 under Internet and Cell Phone Dangers.

Most children have been teased by a sibling or a friend at some time. Teasing is usually not harmful when done in a playful, friendly way, and the children involved find it funny. But when teasing becomes hurtful, unkind, and constant, it crosses the line into bullying. If your child is being bullied, you want to get it stopped. But first you have to know about it. Unless your child tells you about it or has visible bruises or injuries, it can be difficult to figure out if it's happening. But there are some warning signs. You might notice your child acting differently or seeming anxious, not eating or sleeping well, not doing the things he or she usually enjoys, or being afraid to go to school. If you suspect bullying, try to get your child to talk about it. Tell him or her that it's nothing to be embarrassed and ashamed about, it's not your fault, and it's important to talk about it so it can be dealt with and stopped. Praise your child for doing the right thing by talking to you about it. Tell your child that he or she isn't alone and that a lot of people get bullied at some time. Emphasize that it's the bully who is behaving badly and that together we will figure out what to do about it.

Until the bullying can be stopped you should tell your child to avoid the bully and if that's not possible, to be with someone else when the bully is around. If confronted by the bully, tell your child to act calm and confident, ignore hurtful remarks, tell the bully to stop, walk away, and go somewhere safe where the bully won't follow. Advise your child not to respond to bullying by fighting or bullying back because the situation can quickly escalate into violence, serious trouble, and someone getting injured. By ignoring the bully and showing you don't care the bully will probably get bored and stop trying to bother you.

If the bullying occurs at school, the incident should be reported immediately to a teacher or counselor. This can be done by you or your child. All public schools in California are required to have policies and procedures for preventing bullying. They will be in their comprehensive safety plans that all schools are mandated to have. When the bullying occurs because of the victim's actual or perceived disability, gender, nationality, race or ethnicity, religion, sexual orientation, or association with a person or group with one or more of these actual or perceived

characteristics, it becomes a hate crime as defined in California Penal Code Sec. 422.55 and the complaint process for dealing with it is defined in California Education Code Sec. 234.1 in the Safe Places to Learn Act. Depending on the nature of the incident, school personnel may talk to the alleged bully and his or her parents, recommend anti-bullying programs or disciplinary measures, report the incident to local law enforcement, advise professional counseling for the victim, etc. Reporting bullying is critical because bullies rarely stop on their own and their aggressive behavior will likely escalate and over time as they devise bolder ways to hurt people.

Bullying outside of schools should be reported by calling **911** if it is in progress or about to happen, or if it resulted in serious personal injury, property damage, or property loss. Otherwise it should be reported to the SDPD by calling **(619) 531-200** or **(858) 4843154**, its non-emergency numbers. In either case, be prepared to give the dispatcher the following: name of the bully, if known; nature of the bullying, i.e., hitting, taking money, threats, other; location, exact street address and nearest cross street; time of occurrence; and weapons used, if any. If the bully is not known, provide race, gender, age, height, weight, weapon type, hair (color, length, style, facial), clothing color and type (hat, tie, coat, shirt, trousers), other characteristics (e.g., tattoos, scars/marks, complexion, missing teeth, scars, glasses), etc.

Parents also have a duty to prevent their children from becoming bullies. They are their children's first teachers. Their words and actions at home will be imitated by their children in other settings. They should speak and act respectfully to all people. With regard to bullying they should tell their children the following:

- Bullying is disrespectful and can be dangerous even if perpetuated in the spirit of team building or as the price to pay for joining a group. Hazing is humiliating at the least and life threatening at the worst. It is also illegal.
- Bullying of a sexual nature constitutes sexual harassment and is also illegal.
- Bullying that occurs because of the victim's actual or perceived disability, gender, nationality, race or ethnicity, religion, sexual orientation, or association with a person or group with one or more of these actual or perceived characteristics is a hate crime and cannot be dismissed as teasing.
- Bullying behavior that continues into adulthood can escalate to violent behavior toward strangers, friends, and even family. A lifetime of consequences may follow.

Parents should also tell their children that standing-by while someone is being bullied makes them a part of the problem. If the bullying occurs at school, they should walk away and report the incident to a teacher or counselor.

Students and parents can call Crime Stoppers at **(888) 580-8477** to provide anonymous tips about safety concerns and potential problems at their schools. And students in the San Diego Unified School District can receive cash rewards of up to \$1000 for tips or information that solve or prevent campus violence or vandalism to school property.

4- Child Abduction. The number of children reported missing each year is staggering. The following precautions will help protect your child from abduction:

- Never leave your child alone in a vehicle, restroom, store, playground, or other public place. Accompany younger children to restrooms.
- Walk your child to and from school, and point out dangerous spots and safe places to go for help.
- Have your child walk or bike to and from school with a friend. There is safety in numbers.
- Don't put your children's names on the outside of their clothes. Children may respond more readily to a stranger who calls them by name.
- If your child takes a bus to and from school, have your child stay with a group while waiting for the bus.
- Make sure that the school will not release your child to anyone but yourself or a person previously designated by you, and that the school will call you back to verify any call saying that some person will come to pick up him or her.

And make sure you teach your child the following:

- Never to leave school with anyone they don't know.
- Turn around and run to the nearest safe place if a person appears to be following them on foot, or a vehicle slows or stops by them.

- Not to hitchhike or accept a ride from anyone unless you have told them it is OK in each instance. Tell them to say NO and run away to a safe place if offered a ride by a stranger. If avoidance is not possible tell them to make a big scene by screaming, yelling, kicking, and resisting.
- The difference between a stranger who may be a danger and one who may be helpful. The simple “stranger-danger” message is inappropriate because the danger to children is much greater from someone who is not a stranger.
- Stay away from any adult who asks for help, e.g., “Can you help me find my dog?” or asks for directions (an adult should ask another adult, not a child for help), or tries to get you to go somewhere with them, e.g., “Your mom’s hurt and she told me to come get you.”
- Keep all doors and windows locked when at home alone. And not to open the door to a stranger or let an uninvited neighbor or acquaintance into your home.
- Not to tell a caller that you are not at home. Have your child say you cannot come to the phone, ask the caller to leave a message, and say you will call back.

For additional information on how to prevent child abduction and what to do if it happens go to the National Center for Missing and Exploited Children (NCMEC) website at **www.ncmec.org** and look at the resources for parents.

If your child goes missing you should provide identification information to law enforcement officers immediately. A convenient place for this information is on the FBI Child ID App. At this time the App is only available for use on iPhones and can only be downloaded for free from the App Store on iTunes. With it you can show pictures of your kids and provide physical identifiers to law enforcement officers on the spot. The latter include height, weight, hair and eye color, and distinguishing marks. You can also quickly and easily e-mail the information to authorities with a few clicks. The App also include tips on keeping children safe as well as specific guidance on what to do in those first few crucial hours after a child goes missing. Go to the FBI website at **www.fbi.gov/news/stories/2011/august/child_080511** for more information. Other organizations that can help you obtain a Child ID Kit are NCMEC at **www.missingkids.org/ChildID** and the Polly Klass Foundation at **<https://secure.pollyklaasaction.org/site/Advocacy?cmd=display&page=UserAction&id=291>**.

Biometric information can also be used for identification. It includes fingerprints, palm prints, footprints, medical and dental records, and DNA samples. It is not necessary to provide biometric information in the initial report to law enforcement. But it should be kept in a secure place so when later fed into a national database it can be used to identify a missing child after its fingerprints, for example, are entered into the database. This can happen if the child is arrested, taken into protective custody, or otherwise involved with law enforcement.

If you do not create an ID Kit for your child yourself, you can pay to have one made. There are many for-profit companies that do this. The danger in this is that the personal identification information you provide can be used to cause problems for your child if it gets into the wrong hands. Here are some things to watch out for in dealing with a for-profit company.

- Offers to collect and retain your child’s biometric information. Biometric information is very sensitive and should be kept by parents. If you are having your child’s fingerprints, palm prints, etc. taken, make sure that you are given the cards and then secure them in a safe location in your home. Do not allow the company to retain a copy of this information.
- Recommends you carry biometric information on your person at all times. Some companies will offer to digitize the information and include it on a thumb drive for you to carry on your key chain. Carrying a copy of your child’s fingerprints on you at all times is not a best practice and is not endorsed by child-safety professionals. Wallets, purses, and key chains can be lost or stolen. The only exception is when you are traveling away from home.
- Requests or wants to obtain other sensitive personal information. Information such as a Social Security Number (SSN), a passport number, or a copy of a birth certificate will not assist in the search for missing child. There is no need for this information to be included in a Child ID Kit.
- Advertises that it is endorsed by law enforcement. While some things may be endorsed by the law enforcement, a particular for-profit company will not be. Sometimes for-profit companies will establish a partnership with law enforcement but don’t take its word for it. Check with law enforcement yourself.

- States that all proceeds go to charity. If the company does not list the charity, consider this a red flag. And if it does list one, check that it's a legitimate at www.GuideStar.org or www.CharityNavigator.org, and ask the charity if the company is a fundraiser it endorses.
- Uses scare or high-pressure tactics to entice you to buy its kit instead of one of the free kits that are available.

The bottom line is that having a properly made Child ID Kit can help law enforcement find your child if it goes missing. However, a kit with personal information can lead to problems for your child if the information gets into the wrong hands. Do some research before you decide what to do and consult the sources mentioned. If you have any questions you can receive free assistance by calling the Identity Theft Resource Center at **(888) 400-5530** and talking to an identity theft information specialist.

5- Curfew Violation. Parents should know the activities and whereabouts of their minor children (under 18 years old) and make sure that they are home during curfew hours, which is the period from 10:00 p.m. any evening of the week until 6:00 a.m. the following day in the City of San Diego. Minors can be cited for curfew violations under SDMC Sec. 58.0102, which also defines ten defenses to prosecution. These are summarized as follows:

- Accompanied by the minor's parent or guardian, or a responsible adult
- On an errand at the direction of the minor's parent or guardian, or a responsible adult, without any detour or stop
- In a motor vehicle involved in interstate travel
- In an employment activity, or going to or returning from an employment activity, without any detour or stop
- Involved in an emergency
- On the sidewalk abutting the minor's residence
- Attending or returning home from, without any detour or stop, an official school, religious, or other recreational activity supervised by adults and sponsored by the City of San Diego, a civic organization, or another similar entity that takes responsibility for the minor
- Exercising or returning home from exercising, without any detour or stop, First Amendment rights protected by the U.S. Constitution
- Travelling between activities listed above
- Emancipated pursuant to law

In addition, parents can be cited if they knowingly permit or by insufficient control to allow the minor to be present in any public place or on the premises of any establishment within the City of San Diego during curfew hours.

Parents should be aware that the curfew hours vary by jurisdiction in the County of San Diego. For example, in the cities of Del Mar, Solana Beach, and Escondido they are from 10:00 p.m. to 5:00 a.m., and in the cities of Poway, Chula Vista, and Coronado they are from 11:00 p.m. to 5:00 a.m. Parents should check the curfew hours for any jurisdiction in which their children might drive at night. And the evening curfew time is an hour earlier than the time a child under the age of 18 with a provisional California driver license cannot drive without a licensed parent, guardian, other adult 25 years of age or older, or licensed or certified driving instructor in the vehicle.

6- Daytime Loitering and Truancy. Parents must also make sure that their children are attending school during school hours. It is unlawful under SDMC Secs. 58.05(b)(1) and 58.05(b)(2) for any juvenile who is subject to compulsory education to loiter in any public or unsupervised place, or on the premises of any establishment between the hours of 8:30 a.m. and 1:30 p.m. on any day when school is in session for the juvenile. And under SDMC Sec. 58.05(b)(3) it is unlawful for the parent of any juvenile to knowingly permit or by insufficient control allow the juvenile to violate this daytime loitering ordinance. If a juvenile is cited for a violation of SDMC Sec. 58.05(b), the juvenile and a parent will appear in court and the parent advised of the citation and warned of its responsibility and liability. Upon subsequent violations, parents may be cited for an infraction and punished by a fine not exceeding \$250 or by a requirement to perform community service, or both. And after subsequent violations they may be cited for a misdemeanor and punished by a fine not exceeding \$1,000 or six months in jail, or both.

If the child is a chronic truant, i.e., one who is defined in the California Education Code Sec. 48263.6 as being absent without a valid excuse for ten percent or more of the schooldays in one school year, California Penal Code Sec. 270.1(a) makes its parent or guardian guilty of a misdemeanor punishable by a fine not exceeding \$2,000 or

by imprisonment in a county jail not exceeding one year or by both if its parent or guardian has failed to reasonably supervise and encourage the pupil's school attendance after being offered language accessible support services to address the pupil's truancy.

7- Drugs. Parents can provide the best protection children have against drug abuse. However, peer pressures and other outside influences can often undermine your best parenting efforts. Indications that your child may be involved with drugs include the following:

- Loss of interest in activities, don't-care attitude
- Use of incense, room deodorant, perfume, mouthwash, or breath mints
- Different friends and clothing choices, new associations
- Drug paraphernalia
- Bottles of eye drops
- Missing prescription drugs, especially narcotics and mood stabilizers
- Personality or sudden mood changes, erratic behavior, rages, bouts of anger, temper flare-ups, more combative
- Anxiety or paranoia
- Increased forgetfulness
- Withdrawal from the family, frequent absences from home
- Lack of sleep, insomnia
- Hyperactivity, excessive energy
- Resistance to discipline
- Poor school work, truancy
- Lack of stamina, listless, hung over, fatigued
- Isolation, increased secretiveness
- Poor personal appearance and hygiene, e.g., watery and sunken eyes, poor complexion, weight loss, bad breath, etc.
- Need of money or unexplained affluence
- Missing items in home

Parents can get a great deal of information on drug prevention, abuse, intervention, treatment, and recovery from the Partnership for Drug-Free Kids at **www.drugfree.org/get-information**. The parenting toolkit provides advice by age and tips on understanding teens, connecting with and protecting your kids, spotting drug and alcohol use, and helping if they are using. It is estimated that children who learn about the risks of drugs from their parents are up to 50 percent less likely to use drugs than those who do not.

Many children are now using inhalants and prescription drugs instead of illegal ones. Parents need to keep their prescription pain killers, cough syrup, and other over-the-counter drugs locked away out of their children's reach. They should also do the following:

- Monitor their children's use of the Internet for visits to illegal online pharmacies and use of social media outlets to make connections and set up drug deals.
- Examine their credit card and bank statements for drug purchases, and text messages for indications of drug use.
- Search their rooms for drug paraphernalia, including tinfoil, hollowed-out pens, lighters, hose clamps, syringes, and spoons.
- Read the U.S. Drug Enforcement Administration (DEA) guide entitled *Prescription for Disaster: How Teens Abuse Medicines* from its website at **www.getsmartaboutdrugs.com**. Click on Prevent and then select the tool entitled *Prevent Prescription Drug Abuse*. This website has a great deal of other information of use to parents.
- Be a parent, not a friend or enabler.
- Dispose of prescription drugs properly. There are bins for them at all Sheriff's stations and a few SDPD Area Stations. Do not flush them down the toilet. That poses a threat to the environment.

8- Gangs. Gang activities constitute not only a serious problem in the community but a great danger to your child. Children who are gang members will become criminals or likely victims of gang violence. If you see signs that

your child is becoming involved with gangs, you need to act immediately to deal with the problem and get help if necessary.

The warning signs of gang involvement include the following: lack of interest in school, fights, changes in hairstyle and dress, changes in friends, tattoos, nicknames, graffiti on clothing and personal items, changes in personality, staying out late at night, hanging out with known gang members and in known gang areas, possession of more money, etc. Additional information on gang awareness is available at your local SDPD Area Station.

Presentations to groups of parents can be arranged by calling the SDPD Gang Unit at **(619) 531-2847**.

Parents whose children show signs of gang involvement or other problems need to take firm control of the situation. They need to reassert their involvement and control over their children's activities, dress, friends, and finances. If help is needed, it is available from many community organizations. Some of those that offer counseling and diversion programs are listed below.

- Barrio Station (619) 238-0314
- Casa Familiar (619) 428-1115
- Harmonium (858) 566-5740
- Metro United Methodist Urban Ministry (619) 805-5526
- Ralph Bunche Youth Center (619) 527-0171
- Safe San Diego (858) 565-4148
- San Diego Urban League (619) 263-3115
- Social Advocates for Youth (SAY) (619) 283-9624
- South Bay Community Services (619) 420-3620
- Union of Pan Asian Communities (619) 232-6454
- YMCA PRYDE Program (619) 281-8313

9- Graffiti Vandalism. Parents need to discuss with their children the importance of respect for property and the effects graffiti has on the victim, vandal, and the vandal's family. SDMC Sec. 54.0411 makes parents civilly liable for up to \$25,000 of property damage caused by their minor children. SDMC Sec. 54.0413(e) makes parents reimburse the city for any reward that is paid for information leading to the arrest and conviction of their minor child for graffiti crimes. Furthermore, California Penal Code Sec. 594(d) makes a parent liable for any fine that his or her minor child is unable to pay. The amount of the fines depends on the amount of the damage; the maximum fine is \$50,000. Thus, parents have a strong incentive to make sure their children are not graffiti taggers. The signs of a graffiti tagger include: tags on clothes or other personal possessions; use of tagger jargon; frequent use of baggy jackets and small backpacks that can hide spray cans; paint or dye on hands and under fingernails; and used graffiti devices. If you think that your child might be involved with graffiti you should call the Graffiti Control Hotline at **(619) 525-8522** for further information and places to call for assistance.

10- Gun Violence. Gun violence has become a major health issue for young people. Parents need to teach their children that: (1) guns don't solve problems; (2) guns can kill or cause lifelong disabilities; and (3) there are enormous differences between real life and the fantasy world of television and all of its violence. Furthermore, parents need to exercise complete control over any guns in their home. Those who have guns should keep them unloaded, uncocked, and stored in a securely locked container. The Brady Center to Prevent Gun Violence suggests that gun owners adhere to the following additional guidelines:

- Store your gun and its ammunition in separate locations known only to you.
- Store your ammunition in a locked container away from heat and moisture. Never throw it out in the trash.
- Child-proof your revolver by placing a sturdy and tamper-resistant child-safety lock on the trigger or on the firing mechanism.
- Child-proof your semi-automatic handgun by removing the magazine, disassembling the frame from the slide and magazine or securing it with a child-safety lock.
- Never leave the keys to your child-safety locks or gun and ammunition storage containers where they are accessible to others. And make sure the keys cannot be duplicated.

Parents can get help from a Juvenile Service Team officer at their local SDPD Area Station regarding signs that their children might be involved with guns, where to look for guns that children might hide at home, and what discipline measures would be appropriate. Any guns that are found should be turned in at any SDPD facility. Answers to questions about gun safety can be obtained by calling the SDPD Pistol Range at **(619) 527-6070**.

Information on effective strategies for preventing violence against youth can be obtained at **www.preventviolence.org**. This site also contains facts and data, and up-to-date information on violence prevention activities in California. At the national level the National Youth Violence Prevention Resource Center's website at **www.safeyouth.org** contains information on hot topics, prevention and intervention programs, publications, and research and data on violence committed by and against children and teens.

11- Internet and Cell Phone Dangers. While the Internet provides a way to stay connected with friends, it also exposes us and our children to increased risks of cyberbullying, cyber predators, identity theft, fraud, and phishing. In June 2012 the U. S. Department of Homeland Security's *Stop.Think.Connect Update* cited a study conducted by the National Cyber Security Alliance that found that children aged 8 to 18 spend an average of about eight hours a day online. If a child sleeps eight hours a night, one-half of the time he or she is awake is spent online. In order to protect yourself and your family from potential online dangers, it is important first to understand the risks. Did you know that?

- 20 percent of kids will have been a victim of cyberbullying by the time they graduate from high school according to the Cyberbullying Research Center.
- 79 percent of online teens agree that teens aren't careful enough when sharing personal information online according to a study by the Pew Internet and American Life Project.
- The Crimes against Children Research Center warns that one in five U.S. teenagers who regularly log on to the Internet say they have received an unwanted sexual solicitation via the web.
- 500,000 kid identities are stolen each year according to the Identity Theft Resource Center. In a MSNBC investigation officials found a 9-year-old girl in default on utility bills, a teenager \$750,000 in debt, and a 2-year-old with a pile of credit card bills.

Although the vast majority of online services and Internet material is legitimate and benign, there have been numerous incidents of children receiving pornographic material, providing personal information under the pretext of possibly winning a prize, or sending money for promised benefits or products. Warning signs of these dangers include the following:

- Excessive late-night computer use
- Secretive behavior about computer associates
- Pornography
- Receiving phone calls, mail, gifts, or packages from persons you don't know
- Making phone calls to numbers you don't recognize
- Hidden files or directories, and password-protected bios, files, or logical drives
- Turning the computer monitor off or quickly changing the screen when you enter the room
- Becoming withdrawn from the family

If you are not familiar with computers, the Internet, and social networking you should visit **www.NetSmartz411.org**. It is parents' and guardians' premier online resource for answering questions about Internet safety, computers, and the Web. There you can get answers to frequently asked questions. Or you can call **(888) 638-7411** to ask your questions to an expert. You can also visit the NetSmartz Workshop at

www.netsmartz.org. It is an interactive, educational program of the National Center for Missing & Exploited Children (NCMEC) that provides age-appropriate resources to help teach children how to be safer on- and off- line.

The program is designed for parents, guardians, and children ages 5-17. It entertains while it educates with resources such as videos, games, activity cards, and presentations, and has the following goals:

- Educate children on how to recognize potential Internet risks

- Engage children and adults in a two-way conversation about on- and off-line risks
- Empower children to help prevent themselves from being exploited and to report victimization to a trusted adult

You should do the following to minimize Internet dangers that your children may encounter:

- Start early. Talk to your children about online behavior, safety, and security as soon as they start using a computer, cell phone, or any mobile device. Have them show you the websites they visit, how they navigate through the Internet, and how they use social networking sites. To better understand the latter you should try networking yourself. This is a great way to connect with your children on computer-related matters.
- Help them find information online. Search together to find reliable source of information and learn to distinguish fact from fiction.
- Set reasonable guidelines and time limits for Internet and cell phone use, and social networking. Prohibiting Internet use is not a good idea because it is too easy for children to establish accounts at a friend's house or many other places. But do set time limits on computer use. People, not computers, should be their best friends and companions.
- Keep the computer in the family room or other area where its use can be monitored. Don't allow computers and mobile devices such as laptops and smart phones to be used in your children's bedrooms. And don't allow your children to have separate passwords and log-on names.
- Post clear, simple, easy-to-read rules for Internet use on or near the computer. Discuss these rules with your children and make sure they understand the reasons for them. Visit **www.NetSmartz.org** for examples of rules and safety tips. Your supervision and attention is the best way to protect your children when using the Internet.
- Know what Internet access your children have away from home, i.e., at a friend's home, libraries, schools, and cell phones and other wireless devices. Also have a plan to monitor their online activities there.
- Initiate conversations with your children about their Internet use. Communicate your values, be patient and persistent, and don't rush through conversations. Encourage your children to come to you with any problems they encounter online or anything that makes them uncomfortable.
- Your children are computer users and should have their own passwords and log-on names. Make sure they understand the importance of password and privacy protection, and not to share passwords or log-on names with anyone but you. Passwords should be more than eight characters in length and have at least one capital letter, one lowercase letter, one number, and one symbol. Use of non-dictionary words is also recommended. Easily remembered numbers or available information like mother's maiden name, date of birth, phone number, or pet's names should not be used.
- Have your children give you their passwords and log-on names, and share their blogs and online profiles with you. Be aware that they can have multiple accounts on multiple services. Search for you children's identifying information and monitor their screen name(s) and websites for inappropriate content.
- Have your children request your permission to exchange phone numbers or meet another child they have "talked" to online. Consider talking to the other child's parents about a meeting and accompanying your child to the meeting, which should be in a public place. Tell your children that caution is needed because people online are not necessarily who they might seem to be. Never allow them to meet someone they have "met" online without your permission.
- Discourage your children from visiting chat rooms, especially those with video, even if they claim to be child friendly. Persons who would harm children use these websites to entice children.
- Use filtering software to scan for offensive words and phrases in chat rooms and then end the conversations by signing off.
- Install a browser that limits the websites that your younger children can visit to those vetted by educational professionals. Some will send you periodic e-mails that detail you children's Internet activity.
- Install a monitoring service like McGruff SafeGuard. It's free for 30 days and also scans any chat or text conversations for bad language and other inappropriate communications. Go to **www.gomecgruff.com** for details of this service. Also look at the ESET Family Security Pack at **www.eset.com**.
- Have your children promise not to turn off any programs you might install to monitor their computer use.
- Understand how online services work.

- Supervise closely the choice of websites by young children. Monitor their online activities as they get older and more independent. Check the computer's cache and history to see what websites they have accessed. Also check their profiles and buddy lists.
- Learn the meaning of the acronyms your children use in texting. Go to www.netlingo.com/acronyms.php for a list of acronyms and their definitions, e.g., PAL means parents are listening.
- Make sure your child's screen name does not reveal any identifying information such as name, age, location, school. A screen name should be benign and innocuous, e.g., the first letter of each word in an easily-remembered phrase.
- Prohibit your children from downloading any games, movies, programs, etc., trying to win "free" things, or buying things online. You are the computer administrator and should be the only one who can install new software and programs.
- Tell your children it's not safe to put photos or any type of personally identifying information on a personal website without privacy settings, even if they promise to give the website address to people they know. Anyone in the world can access such a website. Also, personally identifying information should not be published on a group website or in an Internet yearbook. Group photos are preferable to individual photos only if no names are published.
- Children should be aware that file sharing programs for music and videos may be stealing copyrighted material and make their computers vulnerable to malware.

Children who use social networking sites like Facebook and Myspace should be warned about online predators. These Internet offenders manipulate young people into illegal or inappropriate behavior by "grooming" them, i.e., building trust, appealing to their desire to be liked and understood, and playing on their natural curiosity about sex. All settings should be on "private." Visit social-networking websites with your children and show them what's OK and what's risky. Establish your own profile so you can monitor your children. Teach them to do the following to prevent and deal with any problems that might arise:

- Never to give out their name, address, phone number, photos, school, schedule, or any other personal information that can identify them. Avoid posting anything that would enable a stranger to find them, e.g., school names. Members' profiles become public information.
- Never say they are home alone.
- Don't post anything that they wouldn't want the world to know, especially anything or language that might embarrass them later, e.g., in applying for college or a job. What's uploaded can be downloaded and passed around by others and be posted online forever. It can't be taken back even if it's deleted from a site.
- Never send out any pictures of themselves, family members, or friends.
- Don't "friend" strangers. People aren't always who they say they are. Have your children ask permission before listing any adults as "friends," even if they are teachers, relatives, or your friends.
- Come to you to discuss any harassment, hate speech, and inappropriate content they receive.
- Check comments regularly. Ignore and don't respond to any that are mean or embarrassing. Just log off if the harassment bothers them.
- Avoid misleading people into thinking they are older or younger than they are.
- Don't talk about sex or use any sexually explicit language.
- Block people from sending messages or e-mail, or delete them from their "buddy list" if they harass you.
- Change their password if someone hacks into their profile. Change username and e-mail address if someone repeatedly bothers them.
- Have you contact the company that runs the site to have their profile deleted if it was created or altered without their knowledge.
- Talk to you if they are upset about what is being said about them. If they are scared or threatened you will contact a Juvenile Service Team officer at the nearest SDPD area station and inform their Internet Service Provider. Area station addresses and phone numbers are listed in the back of this paper.

Children also need to be given rules for using cell phones and be warned of dangers in their use. Rules should deal with when and where phones can be used, what they can and cannot be used for, and etiquette and safety in texting.

You need to set good examples in the use of phones, e.g., not while driving. The following are some good rules for texting.

- Be polite and respect others. Avoid using shorthand that might lead to misunderstandings. Think about how a message might be read and understood before sending it.
- Ignore messages from people you don't know.
- Block numbers of people you don't want to hear from.
- Don't post your cell phone number on the Internet.
- Never provide personal or financial information in response to a text message.
- Use Cc: and Reply all: with care.
- Never engage in sexting, i.e., the sending or forwarding of sexually explicit photos, videos, or messages. In addition to risking their reputation, friendships, and employment and educational opportunities, they could be in violation of California Penal Code Secs. 288.2, 288.3, and 311 *et seq* if they create, forward, or even save this kind of message.

Once rules are set you need to remind your children about them and check to see that they are being followed. Here are some things to do:

- Discuss to consequences of breaking the rules.
- Review your child's "friends" list and delete any you don't know about.
- Review their text messages and block or set limits on text messaging and picture sending if you don't like what you see. Make sure they are not receiving any threatening or harassing messages, or are sending, receiving, or saving any sexts.
- Block unwanted callers.
- Check the browser history. If it's empty someone may be hiding something.

Cyberbullying is another problem you should talk to your children about. You should tell them that they can't hide behind the messages they send or pictures they post, and that hurtful messages not only threaten the victim, but they make the sender look bad and can bring scorn from peers. They should not make threats, spread lies, start rumors, distribute embarrassing pictures, or otherwise distribute or publish electronic messages of a harassing nature about another person with the intent to place that person in reasonable fear for his or her safety. Such messages are a misdemeanor under California Penal Code Sec. 653.2, and a person who sends them can be punished by up to one year in a county jail, by a fine of not more than \$1,000, or both. Also, you should also make sure your own conduct does not encourage bullying, i.e., that you don't make mean-spirited comments about others or act unkindly to them.

You also need to be prepared to help your children if they become a victim of bullying. You should encourage them to show you any online messages or pictures that make them feel threatened or hurt. If you fear for your child's safety you should call the SDPD on its non-emergency number, **(619) 531-2000** or **(858) 484-3154**. Otherwise tell your child not to respond, save the messages and pictures for evidence, and keep you informed. Call the SDPD again if the bullying persists. Here are some other things your child should do:

- Report the bullying to the website or network where it appears.
- Delete the bully from your list of "friends" or "buddies," or block the bully's username or e-mail address.
- Share these measures with a friend who is a victim of bullying. Bullying usually stops quickly when peers intervene on behalf of the victim.

Any suspected online sexual exploitation or attempt by an adult to meet your child should be reported immediately to the San Diego Internet Crimes against Children Task Force at **(858) 715-7100** and the Cyber Tipline at **www.cybertipline.com** or **(800) 843-5678**. The former is the local law-enforcement agency that deals with these matters. The latter is managed by the NCMEC and is mandated by Congress to forward your information to the appropriate law enforcement agency for investigation. If your children or anyone in your home receives pornography depicting children or your children receive sexually explicit images, report the imagery to ICAC and keep it open on your computer until an investigator comes to see it. Do not copy or download it. In the meantime you can use your computer for other things or turn your monitor off.

Children should also be warned about virus creators, identity thieves, and spammers. These cyber-criminals are increasingly targeting users of social networking sites in an effort to steal their personal data and the passwords to

their accounts. One of the tactics they use to gain access to this information involves sending social networking users e-mails that appear to come from online “friends.” For example, some Facebook users have been receiving e-mails from “friends” that claim to contain a video of them. When they click on it they download a virus that goes through their hard drives and installs malware (malicious software). The virus, known as Koobface, then sends itself to all the “friends” on the victim's Facebook profile. A new version of the virus also is affecting users of Myspace and other social networking sites. Cyber-criminals are tricking social networking users into downloading malware by creating fake profiles of friends, celebrities, and others. Security experts say that such attacks, which became widespread in 2008, are increasingly successful because more and more people are becoming comfortable with putting all kinds of personal information about themselves on social networking sites. They warn that users need to be very careful about what information they post because it can be used to steal their identities.

To avoid these problems on social networking sites or anywhere in the Internet, you should warn your children to:

- Not to open any e-mail from an unknown sender. Delete it without opening it. “Drive-by spam” can automatically download malware when an HTML e-mail is opened. You don't have to click on a link or open an attachment to get infected.
- Not to click on any links, videos, programs, etc. provided in messages, even if a “friend” encourages you to click on them.
- Not to visit any sites that promise ways of bypassing parental controls or blocks set up by schools to prevent users from visiting sites such as Facebook. These sites are full of scams, malware, and offers for other services.
- Get program updates directly from the company’s website, not through a provided link.
- Customize your personal privacy settings so only your “friends” have access to the information you post.
- Read your network’s privacy policy regularly to stay informed on how it uses or discloses your information.
- Scan your computer regularly with an anti-virus program. Make sure the program is kept up to date, preferably automatically.
- Be suspicious of anyone, even a “friend,” who asks for money over the Internet.
- Don’t open or forward chain letters. Just delete them. They are nuisances at best and scams at worst. And many contain viruses or spyware.
- Watch out for “free” stuff. Don’t download anything unless it’s from a trusted source and it’s been scanned with security software. “Free” stuff can hide malware.
- Do not buy or download free anti-spyware software in response to unexpected pop-ups or e-mails, especially ones that claim to have scanned your computer and detected malicious software.
- Make sure the pop-up blocker in the tools menu of your browser is turned on. This will prevent most pop-up ads. If you do get one, be careful in getting rid of it. Never click on any of its boxes. By clicking on No or Close you may actually be downloading malware onto your computer. And even clicking on the X in the upper right-hand corner can initiate a download instead of closing the ad. To be safe on a PC, hold down the Ctrl and Alt keys and hit Delete. Then in the Windows Security box click on Task Manger, and then click on End Task. This will clear your screen. Then run a full anti-virus scan.
- Avoid all online games and quizzes that request personal information, including your e-mail address. Providing this information can put your identity at risk.

Additional information on Internet dangers to children and how to keep children safe online is available on numerous websites. These include the following:

- San Diego Internet Crimes Against Children Task Force at **www.sdicac.org**
- National Cyber Security Alliance at **<https://staysafeonline.org>**
- San Diego County District Attorney at **www.sdcda.org**. See the Protecting Children Online page under Protecting the Community.
- GetNetWise at **www.GetNetWise.org**
- FBI *A Parent’s Guide to Internet Safety* at **www2.fbi.gov/publications/pguide/pguideec.htm**
- NCMEC at **www.ncmec.org**. See resources for parents and guardians.
- FTC tips to help you stay safe and secure online at **www.consumer.ftc.gov/features/feature-0038-onguardonline**

- NET CETERA: *Chatting with Kids about Being Online* at www.consumer.ftc.gov/articles/pdf-0001-netcetera_0.pdf.
- FTC consumer information tips on Living Life Online at www.consumer.ftc.gov/articles/pdf-0006-living-life-online.pdf and www.consumer.ftc.gov/features/feature-0026-living-life-online
- ConnectSafely at www.connectsafely.org/ offers parents a collection of short, clearly written guidebooks that explain various apps, services, and platforms popular with kids and teens.
- Netsmartz Kids at www.netsmartzkids.org/ provides interactive, educational, and age-appropriate resources to help teach children how to be safer online.
- Family Online Safety Institute at www.fosi.org/good-digital-parenting/ gives advice, tips, and tools that empower parents to confidently navigate the online world with your kids.
- Savvy Cyber Kids at www.savvycyberkids.org/default.aspx offers curriculum that covers the concepts of security, privacy, bully response, and online ethics with engaging characters and in age appropriate language.
- Stop.Think.Connect Social Media Guide at www.stcguide.com/explore/tips-trends provides tips for parents and students on how to protect themselves on social media and includes many resources available to them. The Guide explains the cyber risks kids face when using social media and provides tips for talking to your kids about these risks.

12- Media and Game Violence. Media violence is also a health hazard for children. It has been estimated that young people have seen over 200,000 acts of violence by the time they graduate from high school. This exposure may result in aggressive attitudes and behavior, and insensitivity to violence. The following 10 tips from the Minnesota Medical Association are designed to help deal with this problem: (1) set clear limits on TV viewing and video game playing, (2) don't use the TV as a babysitter, (3) don't make TV the focal point of family activities in the home, (4) offer other enjoyable activities at home, (5) select what your children watch, (6) ban unacceptable programs, (7) identify high-quality programs, (8) know what your children are watching, (9) discuss media violence, and (10) have a voice in local TV programming.

Children are spending increasing amounts of time playing video games, which include computer and console games. Games can have good and bad impacts. Children can learn useful information, skills, attitudes, and behaviors from them. They find them highly motivating by virtue of their interactive nature. But games can also have negative effects on children's health and behavior. The former include obesity, seizures, tendonitis, nerve compression, and carpal tunnel syndrome. The latter come primarily from violent games that lead to increased physiological arousal and aggressive thoughts, feelings, and behavior.

You can protect your children from these negative effects by limiting the time they play games, reading reviews and checking the ratings of games they might buy, and becoming familiar with the games by playing them with your children. You can get information and ratings of games on the websites of the Entertainment Software Rating Board and Common Sense Media at www.esrb.com and www.common sense media.org, respectively.

13- Shoplifting. Shoplifting is not a game or sport. It is theft! It has serious consequences for both the child and the parent. If the value of the merchandise taken is less than or equal to \$400, the crime is petty theft. The first time it is punishable as a misdemeanor with a fine of at least \$50 but not more than \$1000, or imprisonment in the county jail not exceeding six months, or both. The second time it is punishable as a felony with imprisonment in the county jail or the state prison not exceeding one year. If the value of the merchandise taken is more than \$400, the crime is grand theft, which is punishable as a felony the first time. As noted in below under parental liability, judges can order parents to pay these fines for their minor children.

For petty thefts by an un-emancipated minor, California Penal Code Sec. 490.5(b) makes parents liable to the merchant for civil damages of not less than \$50 nor more than \$500, plus costs. In addition, parents are liable for the full retail value of the things taken if they are not recovered in a merchantable condition. Total damages are limited to \$500 for each action brought under this section.

Signs that your child might be shoplifting include: wearing new clothes or jewelry, or possessing items that you know he or she does not have money to buy; finding tags or package wrapping hidden in the trash; wearing baggy clothes or jackets when it is warm; and leaving the house with an empty backpack or large purse. Some of the things a parent can do to prevent shoplifting include the following: teaching that shoplifting is theft and that it is wrong to steal; telling your child that being in the company of a shoplifter is as bad as stealing, and that all persons

involved can be punished; encouraging your child to choose friends carefully; knowing your children's friends; keeping your child busy to minimize unsupervised free time; and perhaps as a last resort, enrolling your child in a shoplifting prevention class. You can get information on this and other classes, workshops, and programs for juveniles and parents by calling the Corrective Behavior Institute at **(619) 644-5500**.

14- Suicide. There were 420 deaths by suicide in San Diego County in 2014. Thirty-nine of these were ages 0-24. The American Foundation for Suicide Prevention (AFSP) says that suicide can be prevented because most people who are suicidal give some warning to a friend or family member. Thus, parents can prevent suicides by their children by learning to recognize the signs of a child at risk, taking those signs seriously, and knowing how to respond to them.

More than 90 percent of the people who kill themselves are suffering from one or more psychiatric disorders. These include depression, substance abuse and dependence, eating and personality disorders, etc. These are both recognizable and treatable. Although most depressed people are not suicidal, most suicidal people are depressed. The San Diego County Health and Human Services Agency has said that one in five children in the County are affected by depression. Signs of depression include the following:

- Feeling hopeless, helpless, worthless, unhappy, sad, moody, or empty
- Self-reproach or excessive or inappropriate guilt, fixating on past failures or blaming yourself for things that are not your responsibility
- Angry outbursts, irritability, or frustration
- Excessive crying
- Loss of interest or pleasure in normal activities and things that used to be fun
- Loss of job
- Avoiding friends or feeling alone when with friends
- Isolation from family and friends
- Divorce, separation, or stress in the family
- Sleep disturbances, including insomnia, sleeping too much, and changes in sleep patterns
- Change in appetite or weight, including increased craving for food
- Loss of health or unexplained physical problems such as back pain or headaches
- Intense anxiety, agitation, or restlessness, e.g., excessive worrying, pacing, hand-wringing, or and inability to sit still
- Fatigue or loss of energy
- Decreased concentration, indecisiveness, or poorer memory
- Slowed thinking, speaking, or body movements
- Frequent thoughts of death

Other warning signs of a person considering suicide are:

- Talking, reading, or writing about suicide or death
- Talk of hurting or killing self
- Visiting friends to say good-bye
- Engaging in risky or self-destructive behavior, e.g., drug or alcohol abuse
- Giving things away
- Acquiring means of killing self, e.g., buying a gun, stockpiling pills or drugs, etc.

If your child threatens suicide you should call the San Diego County 24-Hour Crisis Line at **(888) 724-7240** immediately. It is staffed 24/7 by trained professionals. Otherwise if you observe any of these signs you should start by talking to your child. Express your concerns, ask if he or she is thinking about suicide and what the problems are, and listen to what your child says. You should help your child understand that his or her problems are temporary and can be solved with the help of a physician or mental health professional. And then get that help right away. If medication is prescribed, make sure it is taken and be alert for possible adverse side effects. And if it is not effective, ask the physician to prescribe another one. Finally, don't leave your child alone.

More information is available on the AFSP's website at www.afsp.org and that of the Health and Human Services Agency of the County of San Diego at www.up2sd.org. You can also get help from the National Alliance on Mental Illness (NAMI) by calling its San Diego chapter at **(800) 523-5933** between 9:00 a.m. and 5:00 p.m. Monday through Friday. NAMI offers an array of support, education, and referral services that help build better lives for the millions of Americans affected by mental illness.

15- Unsafe Driving. Motor vehicle crashes are the leading cause of death for U.S. teens. In 2011 about 2,650 teens aged 16-19 were killed and almost 292,000 were treated in emergency rooms for injuries suffered in motor vehicle crashes. For more information on this problem see the Teen Drivers Fact Sheet on the website of the Centers for Disease Control and Prevention (CDC) at www.cdc.gov/Motorvehiclesafety/teen_drivers/teendrivers_factsheet.html. Because driving involves great risks of personal injury and property damage, and driver education only deals with driving skills, parents need to do the following to make their teens safe drivers:

- Know and understand your teen. Not all are responsible enough to drive at 16.
- Set a good example by following all traffic laws and safety rules when you drive. Wear your seat belt, drive the speed limit, limit distractions, never text or use a phone, maintain a safe following distance, etc.
- Take advantage of typical and usual situations to teach safe driving, e.g., to follow at a greater distance when the road is wet because your braking distance will be greater.
- Select a high-quality driving school that encourages parental involvement and progress reports.
- Create a written parent-teen driving agreement that specifies rules, conditions, restrictions, and consequences of driving behavior. State that driving and drinking don't mix.
- Have your teen drive the safest vehicle the family owns, and make sure he or she is properly insured.
- Set a schedule for regular practice driving sessions with your teen. They should be no longer than 45 minutes. Be direct with your instructions and keep your comments as simple as possible. Stress defensive driving.
- Set a time each week to discuss safe driving.
- Discourage driving at night and with passengers.
- Make sure your teen gets enough sleep. Driving while drowsy can be as risky as driving while intoxicated.
- Stress the need for total concentration on driving, and avoidance of distractions from using cell phones or text messaging.
- Stay out of cars that others might drive in an unsafe manner.
- Teach basic vehicle mechanics and what to do in case of an accident or emergency.
- Stress the criticality of all persons in the vehicle wearing seat belts.

Another reason for parents to be concerned about their children driving is that parents are legally responsible for any injuries and damage that their minor children might cause while driving. Information about driving and traffic safety can be obtained by calling the SDPD Traffic Division's CRO at **(858) 495-7822**. Another good source of information is the Auto Club of Southern California (ACSC). Visit its website at www.calif.aaa.com/content/dam/ace/LOB/automotive/Driver%20Education/Teen%20Programs/TeenDriverSafetyBrochure-CA.pdf where you can find a *Parent & Teen Driver Resource Guide* with descriptions of programs and resources for teen drivers in their pre-permit, permit, and license pages. These include the Dare to Prepare workshop, driving schools, DMV information, graduated driver license overview, parent-teen driving agreement, etc.

Parents should also warn their children about staged crashes. These are on the rise in many areas. According to the ACSC's Automotive Research Center (ARC), there were nearly 4,000 suspected fraudulent insurance claims in Los Angeles County in 2012 and 4,700 in 2014. Criminals pretend to be injured in staged crashes and bring large claims against the victim's insurance company. For more information on staged crashes and videos on how they are set up go to the National Insurance Crime Bureau's website at www.nicb.org and check out the latest videos on insurance fraud and crime under Video/Audio Clips. Parents should then tell their teens to do the following to reduce the risk of becoming a victim of a staged crash:

- Never tailgate. Leave enough space to stop if the vehicle in front of you stops. And look beyond that vehicle for changed traffic conditions that might cause it to slow or stop. Don't wait for the vehicle in front of you to slow down before you apply your brakes.
- Look over your shoulder for better visibility when backing out of a parking space or driveway. Don't rely on your mirrors. Back out slowly.

- Drive defensively and be aware of your surroundings. Be extra cautious on freeway ramps, at stop signs, in parking lots, when merging into traffic, and making turns.

If your teen is ever involved in a crash, he or she should follow these tips from the ACSC's ARC.

- Call **911** if anyone is injured.
- For each vehicle involved, get the name, address, phone number, driver license number, and auto insurance information for their drivers. Also get the names, addresses, and phone numbers of their passengers.
- Get the names, addresses, and phone numbers of anyone who witnessed the crash. Also get a written statement of where they were and what they saw. Or get a video of their statements.
- Take detailed photos of the crash scene, the damage to each vehicle involved, and people injured.
- Beware of tow trucks that arrive at the scene before anyone called for help. And don't let them take your vehicle, especially if they won't quote a charge. They may be planning to hold your vehicle until you pay an outrageous charge.
- Beware of strangers who appear on the scene and try to persuade you to take your vehicle to a certain body shop, hire a certain lawyer, or see a particular doctor. Or they may be working with the people who staged the crash to tell a story that is favorable to them.
- If you think you've been the victim of a staged crash, contact the local police and ask them to come to the scene. Get the names and badge numbers of the officers who arrive and ask for a copy of their report for your insurance company.

c. Multiple Problems. Several organizations offer programs that can help children with multiple problems. One is the YMCA Youth and Family Services offers classes, workshops, and counseling on many subjects. Parents should call **(619) 543-9850** for details.

The California National Guard has several youth programs for different age groups and areas of the state. One is a statewide residential program conducted at the Grizzly Youth Academy at Camp San Luis Obispo. It is called the Youth ChalleNGe Program and is for 16 to 18 year-olds who are high school dropouts or at risk of dropping out. For further information call **(800) 926-0643**.

d. Parental Liability. In addition to the liabilities mentioned above, parents or guardians are legally liable in various ways for the acts of their children. These are additional reasons for parents to deal with their child's behavior before it results in criminal acts.

1- Contributing to the Delinquency of a Minor. Parents who fail in their legal duty to exercise reasonable care, supervision, protection, and control over their minor children can be charged with contributing to the delinquency of a minor, a misdemeanor punishable by one year in jail and/or a \$2,500 fine per count. This is stated in California Penal Code Sec. 272(a).

2- Liability for Fines, Penalties, and Restitution. Under California Welfare and Institutions Code Sec. 730.7 juvenile court judges might order parents to pay fines and penalties assessed against a minor that they have legal and physical custody and control of, and also to pay restitution to the victims of the crimes committed by their minor children. The upper limits on these payments are specified in California Civil Code Secs. 1714.1 and 1714.3, as noted below.

3- Liability for Civil Damages. Under the California Civil Code Sec. 1714.1 parents are liable for civil damages of up to \$25,000 for each tort or act of willful misconduct of a minor in their custody and control that results in injury or death to another person or in any injury to the property of another. This limit is adjusted every two years for changes in the California Consumer Price Index. If a parent is insured, the maximum liability of the insurer is set at \$10,000.

4- Civil Liability for Injury Caused by Firearms. Under California Civil Code Sec. 1714.3 parents are liable for injuries caused by the discharge of a firearm by a minor in their custody and control, where the minor was permitted to have the firearm or the firearm was left in a place accessible to the minor. Damages are limited to \$30,000 for injury to or death of one person, or \$60,000 for all persons in a single occurrence.

5- Restitution through Mediation. One way for parents or guardians to avoid liability for the acts of their minor children in civil lawsuits is to work out an agreement for repayment of the victim's losses. This can be done by mediators who assist the victim and the youth in talking about the incident and its consequences, get the youth to take responsibility for his/her actions, and draft a realistic restitution agreement.

7. EMPLOYING CRIME PREVENTION MEASURES FOR SAFETY AND SECURITY

You can view a great deal of crime prevention material on the Prevention Tips page of the SDPD website at **www.sandiego.gov/police/services/prevention/tips**. Tips are available for preventing fraud and identity theft; child, personal, senior, and travel safety and security; cyber, home, and vehicle security; and holiday safety. Tips for businesses deal with burglary and robbery prevention for retail stores, burglary prevention for jewelry stores, robbery prevention for pharmacies, cyber security, and preventing employee theft, check and credit/debit card fraud, shoplifting, and metal theft. Security survey material is available for multi-unit residences, office buildings and offices, religious institutions, residential communities, small-businesses, and single-family residences. And under programs and activities, a paper is available on Neighborhood Watch planning. The SDPD is responsible for making this material available. It is your responsibility to obtain and employ it. Not only will you help reduce crime by employing these crime prevention measures, you may also reduce your home, automobile, and business insurance premiums. Call your insurance company about rate reductions for specific measures.

a. SDPD Services

Speakers on crime prevention for community and other meetings can be requested by calling the SDPD Speakers Bureau at **(619) 446-1018** at least 20 days in advance to arrange for talks on topics such as auto theft, burglary, domestic violence, gangs, graffiti vandalism, narcotics, personal safety, robbery, sexual assault, and traffic. Other SDPD services can be requested at your local Area Station and storefront. These include residence and business security surveys, vacation house checks, and visits to homebound seniors called YANAs, for You Are Not Alone.

b. Other Information Sources

A great deal of crime prevention material is available online from the National Crime Prevention Council (NCPC) at **www.ncpc.org**. Its section on resources contains information on bullying, cell phone safety, conflict resolution, drug abuse, gang violence prevention, hate crimes, home and neighborhood safety, etc.

8. KNOWING ABOUT CRIME AND DISORDER IN YOUR NEIGHBORHOOD

A first step you can take in addressing and solving crime and disorder problems in your neighborhood is to become informed about the kinds, frequencies, and locations of such incidents. A great deal of statistical and graphical information about crime by neighborhood is now available on the Internet. Residence locations of registered sex offenders are also available. If you don't have a home computer or lap top, you can access the Internet at City public libraries. Although comparable information on disorder is not available, the existence of graffiti, litter, abandoned vehicles, and other code violations should be obvious to concerned residents.

a. SDPD Website

The CRIME STATISTICS AND MAPS section of the SDPD website at **www.sandiego.gov/police/services/statistics** contains links to the following:

- San Diego County's Automated Regional Justice Information System (ARJIS) website, which has links to the following:
 - CrimeMapping.com for regional crime maps and automated e-mail alerts of crimes in your neighborhood
 - Crime statistics for various report of crime by region
 - State of California Megan's Law information on registered sex offenders, including San Diego County Sheriff details, photos, and neighborhood map
 - Restraining/Protective Orders information web site
 - Online Warrants issued by San Diego County Superior Court

- Who's in Jail San Diego Sheriff inmate log
- SD Crime Stoppers anonymous tip line for community members to report crime
- ARJIS Crime Statistics which has index-crime data since 2008 from which tables of crimes can be generated by month, time period, and city. And for the City of San Diego, tables can be generated by beat, command area, service area, council district, and neighborhood.
- Crime Mapping & Alerts which are discussed in the next subsections
- Crime Data for the most recent 180 days from CrimeMapping.com
- Clery Act Campus Crime Reports

This section also has the following data:

- Numbers of index crimes and crime rates for the entire city by year since 1950
- Numbers of index crimes and crimes rates by neighborhood by year since 2003

b. Crime Mapping

For crime information in the past 180 days you can go directly to **www.CrimeMapping.com**. You can click on the arrow on the bottom of the screen for information on how it works and more about it. To search for crime Near a Location, first enter the location address and click on the complete address in the box below it to get a map with the location shown in the middle by a red dot. Then in the Filters column on the left side of the screen, use the What, Where, and When buttons to input your search conditions:

What for crime types

Where for the location address and a search distance, and click on APPLY

When for the time period. You can use one of the listed options or set a custom time range. If you do the latter you have to click on APPLY to get a map of the crimes

After this you can get a summary of your search conditions, a report with a record of all the crimes that occurred, and a bar chart with numbers of crimes by type by day of the week. You can also print the map and crime record. Alternatively, you can search for a crime Near an Agency. Enter the state and agency (police department), click GO, and then proceed with the What, Where, and When buttons as listed above.

c. Crime Alerts

You can sign up to receive automatic e-mail alerts of recent crime activity within a specified distance of any location in the San Diego County. On any CrimeMapping.com screen you can click on RECEIVE ALERTS in the upper right corner then select an alert type and name, and enter an e-mail address, e-mail preference, location address, search distance, and crime types you want to be notified about. Then you should VERIFY ADDRESS, indicate whether you want a link to sex offenders in the alert, and click on SAVE ALERT. When you get an alert you can also click on a link to CrimeMapping.com that will show the location of the crime on a map.

d. Registered Sex Offenders

Information on registered sex offenders is available on California's Megan's Law website at **www.meganslaw.ca.gov**. You can search by name, address, city, ZIP code, county, parks, and schools, and obtain a map of approximate offender locations, or a list of offender names. The latter also provides pictures and personal profile information on the offenders. Although this information is updated frequently, its accuracy cannot be guaranteed. Offenders may have moved and failed to notify local law enforcement agencies as required by law; thus, the locations of offenders without established addresses are not included. And remember that not all sex offenders have been caught and convicted, and that most sex offenses are committed by family, friends, or acquaintances of the victim. You can also click on the links on the left of the home page to learn how to protect yourself and your family, facts about sex offenders, and sex offender registration requirements in California, and to obtain answers to frequently asked questions.

Additional information about sex offenders can be obtained at SDPD Headquarters at 1400 E St. between the hours of 8 a.m. and 4 p.m. Monday through Friday. This database can be viewed by any California resident 18 years of

age or older who has a California Drivers License or a Military ID, and no felony convictions. It can also be viewed by a minor accompanied by a parent or guardian. The database can be searched by ZIP code, county, or offender's name. It contains the registrant's picture, violations committed, tattoos, aliases, and the ZIP code of his/her residence.

e. Nextdoor.com

The SDPD has joined this nationwide social media network to provide crime alerts and prevention tips directly to local residents. Nextdoor.com offers residents in a self-defined neighborhood a free, private website on which they can see and post items of mutual interest. Now SDPD CROs will post information on a police page that residents can read and post a public or private reply. The CROs will only be able to see their postings and public replies. This website enables the SDPD to communicate directly with the neighborhood residents, and the residents to communicate with each other and to the SDPD. To join you first go to **www.Nextdoor.com** and create an account with your home and e-mail addresses, real name, and a password. Your address will be verified by a postcard to your home. Then you can sign onto your neighborhood website and see and post information.

9. ADDRESSING AND SOLVING COMMUNITY PROBLEMS

Individuals, community groups, and businesses can address and solve many types of crime and disorder problems on their own or jointly with the SDPD. Examples are given in this section to show how rental property owners and managers can stop illegal activities on their properties, community groups can clean up litter, trash, and pollution, etc. Communities can also take action against some of the root causes of crime by boycotting and picketing uncooperative businesses and landlords, and by holding job fairs and community events.

a. Illegal Activities on Rental Properties. The San Diego County Apartment Association (SDCAA) periodically holds half-day *Crime Free Multi-Housing* seminars that present practical information on ways to prevent drug and other illegal activities on rental properties. Call the SDCAA at **(858) 278-8070** for information about these seminars, or see a description of this solution-oriented certificate program under Additional Offerings in the Education section or its website at **www.sdcaa.com**.

b. Litter, Trash, and Pollution. I Love a Clean San Diego (ILCSD) is a non-profit environmental organization that operates under contract with the City's Environmental Services Department to assist the City and the community in dealing with trash, litter, recycling, and other environmental problems, e.g., storm drain pollution. One of its functions is to help community groups plan, organize, and carry out cleanups of neighborhoods and certain public properties, e.g., alleys, canyons, and beaches. ILCSD will provide trash bags, dumpsters, publicity, and some volunteer helpers for your cleanups. It will also provide speakers and informational material on ways to protect the environment. Call ILCSD at **(619) 291-0103** regarding cleanups and at **(800) 237-2583** regarding recycling.

ILCSD also holds an annual Storm Drain Stenciling Day to educate the public about this pollution problem. The stencils include a likeness of a dolphin or duck and the phrase "*No Dumping, I Live Downstream.*" You can also call the City of San Diego's Solid Waste Enforcement Unit at **(858) 492-5055** to find out when special pickups of litter and other waste are planned in your neighborhood.

c. Inoperable Vehicles. There are several non-profit, social-service organizations you can call to have an inoperable vehicle you own removed from your property at no cost. One is Rady Children's Hospital. Its donation line is **(800) 544-5136**.

d. Graffiti. Graffiti should be removed immediately. When allowed to remain, it is both a public nuisance and a magnet for more graffiti and other crimes. See Sec. 3.a.1 above for ways to report graffiti, which is the first step in removal. Ways that retailers and community groups can help deal with graffiti are illustrated below.

1- Retailers. SDMC Sec. 58.07.1(a) makes it unlawful for any person to sell, exchange, give, or loan any aerosol paint cans or glass etching products to any minor unless that person provides for the supervision of the minor's lawful use of the product. Retailers can take a variety of actions to reduce theft and stop illegal sales to minors. They keep spray paint behind locked doors or in locked cabinets. Anyone who wants to buy spray paint must show

an ID and request assistance from an employee. The sales clerk must verify age and in some cases, identity, before the unlocking the cabinet and selling the paint. They could also keep a log book of people buying spray paint.

2- Community Groups. Communities with a serious graffiti problem should consider forming a permanent organization to deal with the graffiti. One such organization is Project CLEAN. It has been in existence in City Heights since 1986 and has developed a wealth of experience in dealing with graffiti. It will provide advice to other groups regarding strategies and tactics for graffiti and litter removal, the kinds of paint and other substances to use for painting over or removing graffiti on various surfaces, how to get free paint, and ways to raise money for supplies. Call Project CLEAN at **(619) 563-4014** for assistance.

e. Crime in General. Although they do not address and solve specific problems, many businesses and other organizations are active in crime fighting. One is the San Diego County Crime Commission. This independent non-profit organization is working to educate youth of the deadly trap of drugs, educate seniors of efforts to defraud them in various ways, and educate the general public about the nature of crime and what can be done about it. Its objectives are to report crime conditions, encourage communities and businesses to fulfill their responsibilities in crime control, serve as a media resource on crime matters, promote cooperation and coordination among justice agencies and law enforcement organizations, and review and propose new legislation that enhances law enforcement. It publishes a monthly newsletter and several other crime prevention and control programs. Call the Commission at **(858) 297-7271** or view its website at **www.sandiegocrimecommission.org** for more information about its activities.

Another non-profit organization is the San Diego Police Foundation. Its mission is to build safer communities and enhance public safety and crime prevention in the City of San Diego by funding training, equipment, and community-oriented program needs that are not covered by the SDPD's city budget. Grants support innovative solutions to law enforcement problems. Call the Foundation at **(858) 453-5060** or view its website at **www.sdpolicefoundation.org** for more information.

10. VOLUNTEERING SERVICES

The SDPD has a wide range of opportunities for volunteer work (without compensation) by community members. Opportunities for police-related work also exist in community organizations such as Neighborhood Watch that are recognized and supported by the SDPD. There are also many opportunities in various youth programs and groups that deal with specific problems.

Community groups can volunteer their services as well. They should contact the Community Relations Officer at their local SDPD Area Station to discuss how they can help to make Neighborhood Policing work in their community. In addition to volunteering services, businesses and other organizations are encouraged to make their facilities available for use by community groups for meetings and other events.

Many volunteer opportunities also exist in groups that deal with specific problems. The Community Relations Officer in your local SDPD Area Station can help you match your interests with the activities of these groups. If no group exists, you may want to start one yourself.

a. SDPD Volunteer Programs. The SDPD's volunteer programs include the Volunteers in Policing (VIP), Retired Senior Volunteer Patrol (RSVP), Crisis Intervention, Cadet, Reserve Officer, and Intern programs.

1- Volunteers in Policing. VIPs form a core support group at every SDPD facility. They participate in clerical, administrative, technical, and professional activities. They assist in taking "cold" crime reports, fingerprinting, staffing storefronts, developing operations manuals, and carrying out various types of computer work. Call **(619) 446-1017** for more information about these VIP opportunities.

2- Retired Senior Volunteer Patrol. The RSVP is comprised of volunteers age 50 and older who patrol and observe neighborhoods, check homes of vacationing residents, visit homebound and isolated persons, conduct safety talks for school children and senior groups, issue citations for illegal parking in spaces for disabled persons, etc. RSVP personnel patrol in specially-marked police vehicles and carry police radios in the event police intervention is required. Call **(619) 446-1016** for further information about the RSVP program.

3- Crisis Intervention Team. These volunteers receive special training in crisis response techniques. At the request of officers or detectives, they respond to crisis incidents to assist persons who have been traumatized by a crime or other critical event. Interventionists provide immediate emotional support, referrals for longer-term needs, and information on resources for housing, food, legal, and other types of assistance. Their work enables officers and detectives to focus on their other duties. Call **(619) 446-1014** for further information about the Crisis Intervention program.

4- Cadets. This program is open to youths 16 to 20 years old who have graduated from high school or have a grade-point average of at least 2.0 if they are still in school. It is designed primarily for those who are interested in a career in law enforcement. Youths who qualify receive uniforms and seven days of training in various aspects of police work. Cadets work on special details, e.g., traffic control at parades, ride along with patrol officers as observers, and assist officers in some non-enforcement tasks. Cadets also participate in various Department-sponsored recreational and social activities. Good performance in the program enhances a youth's chances of becoming a police officer. Youths interested in becoming a cadet should come to SDPD Headquarters at 1401 Broadway at 6 p.m. on the first or third Monday of every month to attend a cadet meeting.

5- Reserves. This program is open to persons with full-time jobs who want to make San Diego a better place to live by becoming a reserve police officer. Reserve officers supplement and assist the SDPD at such times when additional police personnel are needed above and beyond those regularly employed as police officers. Persons who qualify for this program receive about 500 hours of training at the San Diego Regional Public Safety Training Institute over a period of about eight months. They also receive about 300 hours of field training and all necessary safety equipment. However, the officers must provide their own leather gear and uniforms and do not receive any monetary compensation other than an initial uniform reimbursement and a yearly uniform maintenance allowance. After their training reserve officers are expected to work at least 24 hours a month and attend monthly training meetings. Persons interested in this program should contact the SDPD Reserve Program at **(619) 446-1014**.

6- Interns. This program provides qualified students with practical working experience that complements their academic course work as well as course credit. It also provides the City with an opportunity to involve students in various aspects of police work. Interns work in Crime Analysis, Juvenile Administration, Crime Laboratory, and other units. Intern durations are limited to one year. The hours are flexible. Students interested in this program should contact the SDPD Human Resources at **(619) 531-2126**.

b. SDPD-Recognized Community Groups. Two community groups that are recognized and supported by the SDPD are Neighborhood Watch and San Diegans United for Safe Neighborhoods.

1- Neighborhood Watch. Neighborhood Watch is a police/community crime prevention and problem solving partnership that has been successful in reducing many types of neighborhood crime. Individuals are trained to recognize and report suspicious activities, to identify and solve community problems, and to protect themselves, their property, and their families against crime and disorder. (It is not neighborhood guard duty.) Those interested can join an existing group or help form a new group. Information on existing groups can be obtained from the SDPD CRO in your area. Information on forming a new group is in the Neighborhood Watch paper on the Programs and Activities page of the SDPD website at www.sandiego.gov/police/services/prevention/programs.

Neighborhood Watch is not limited to individuals in a neighborhood. Businesses in a neighborhood or a district can organize groups as well to deal with their special problems. Business watch is one of the crime prevention strategies defined by the National Crime Prevention Council at www.ncpc.org/topics/home-and-neighborhood-safety/strategies/strategy-business-watch. The benefits of a business watch program and some tips on starting one are described by National Neighborhood Watch – A Division of the National Sheriffs' Association at www.nnw.org/business-watch. Information on business watch in various jurisdictions can be found by Googling “business watch crime prevention.”

2- San Diegans United for Safe Neighborhoods. This non-profit, public-benefit corporation was organized in 1990 to help residents of the Mid-City area deal with various crime issues, and promote neighborhood pride and protection. It sponsors local Neighborhood Watch groups and publishes a monthly *Be Aware* bulletin that contains

crime prevention information and crime data for the Normal Heights and Kensington communities. Call **(619) 282-7741** for more information about this group.

c. Youth Programs. There are many youth programs that depend on support by volunteers. One example is the STAR/PAL program described in Sec. 6.a, which relies heavily on volunteers to staff its programs. Call the STAR/PAL Office at **(619) 531-2718** for more information.

11. COMMENTING ON SDPD PERSONNEL PERFORMANCE IN NEIGHBORHOOD POLICING

Individuals, community groups, and businesses can provide a useful service by providing comments, favorable as well as unfavorable, on the performance of SDPD personnel in their practice of Neighborhood Policing. They will help supervisors assess the strengths and weaknesses of their team members, and determine future training needs. Comments about outstanding performance are considered in evaluations and promotions, and thus are greatly appreciated by SDPD personnel. Commendations about police services can be made:

- In person at any SDPD facility listed below
- By telephone at **(619) 531-2000**
- By email at **sdpdwebmaster@pd.sandiego.gov**
- By mail at to the Chief of Police at 1401 Broadway, MS 700, San Diego CA 92101

A person who is dissatisfied with police services or believes they have witnessed or been a victim of police misconduct can file a complaint using one or more of the following methods:

- By telephone to the SDPD Communications Division at **(619) 531-2000**. A supervisor will be dispatched to contact the reporting person as soon as possible.
- In person at any SDPD facility listed below
- By telephone to the Chief of Police at **(619) 531-2777**
In writing by mail at to the Chief of Police at 1401 Broadway, MS 700, San Diego CA 92101
- In writing by e-mail to the Chief of Police at **sdpdpolicechief@pd.sandiego.gov**
- By telephone to the SDPD Internal Affairs Unit at **(619) 531-2801**
In writing by mail to the SDPD Internal Affairs Unit at 1401 Broadway, MS 709, San Diego CA 92101
By telephone to the Chief's recorded hotline at **(619) 531-2672**. The hotline is completely confidential and messages will be retrieved daily. The Chief will personally review the messages.
- In writing by mail to the Office of the Mayor, City of San Diego, 202 C St., San Diego CA 92101

Complaints can also be made directly to the Citizens' Review Board on Police Practices (CRB) in person at 202 C Street, San Diego CA 92101, by telephone at **(619) 236-6296**, in writing by mail at 202 C Street, MS 9A, San Diego CA 92101, in writing by e-mail at **citizensreviewboard@sandiego.gov**, or in writing on an online complaint form at **www.sandiego.gov/citizensreviewboard/filing/complaint-form**. Complaints must be submitted by the complainant himself/herself, and clearly and specifically describe the incident that led to this complaint, telling what happened from beginning to end, what aspects of the incident were improper (your specific complaint), and how your complaint could be resolved to your satisfaction.

The CRB, which is made up of 23 members who are appointed by the Mayor, encourages anyone who believes that they have experienced or observed police misconduct to file a complaint with the SDPD and/or the CRB. The CRB recognizes that submitting a complaint may be intimidating and stressful. It assures complainants and witnesses that they will be able to do so without fear of retaliation or adverse consequences. The CRB takes all complaints seriously, but only reviews those containing one or more of the following serious allegations: (1) false arrest -- an officer allegedly knew or should have known that there was insufficient probable cause for an arrest, or conducted a bad-faith Fourth Amendment search; (2) criminal conduct -- an alleged violation of Federal, State, County, or Municipal law; (3) discrimination -- alleged unequal treatment due to a person's gender (including gender identity and gender expression), race, color, national origin, ancestry, religion, physical or mental disability, medical condition (including cancer, HIV, and AIDS), age, political beliefs or affiliation, marital status, sexual orientation, lifestyle, or similar personal characteristics; (4) personal slur -- an allegation of a derogatory term that a reasonable person would recognize as an inherent insult or degradation of another based upon the same characteristics as listed for discrimination); and (5) unreasonable force -- an allegation that more force was used

than reasonably necessary. If one of these serious violations is alleged, the CRB will also review less serious allegations, including poor service, discourtesy, failure to follow SDPD procedures, and conduct unbecoming an officer in the incident reported. The CRB's primary goal is to ensure complaints against SDPD officers are investigated thoroughly, completely, and fairly, giving equal consideration to citizens and officers alike. It also does the following:

- Reviews all officer-involved shootings at a person
- Reviews all in-custody deaths
- Reviews and evaluates the administration of discipline arising from sustained allegations
- Recommends improvements in policy, procedures, or training of police officers to the Mayor or Chief of Police

IV. CONCLUDING REMARKS

Even though the SDPD is a nationally-recognized leader in Neighborhood Policing, lasting solutions to San Diego's crime and disorder problems will not come from the best efforts of the SDPD alone. All elements of the City have certain responsibilities and must work together on these problems if San Diego is really to be "America's Finest City." The definition and discussion of the responsibilities of individuals, community groups, and businesses presented in this document is a first step in attaining this goal.

SDPD FACILITIES

Area Station Storefront	Address	Phone
Central Division Balboa Park	2501 Imperial Ave. SD 92102 1549 El Prado SD 92101	(619) 744-9500 (619) 685-8206
Eastern Division	9225 Aero Dr. SD 92123	(858) 495-7900
Mid-City Division Multi-Cultural	4310 Landis St. SD 92105 5348 University Ave. Ste. 100 SD 92105	(619) 516-3000 (619) 531-1590
Northeastern Division Mira Mesa/Scripps Ranch Rancho Bernardo	13396 Salmon River Rd. SD 92129 8450 Mira Mesa Blvd. Ste. A SD 92126 17110 Bernardo Center Dr. 2d Floor SD 92128	(858) 538-8000 (858) 538-8120 (858) 538-8146
Northern Division	4275 Eastgate Mall SD 92037	(858) 552-1700
Northwestern Division	12592 El Camino Real SD 92130	(858) 523-7000
Southeastern Division	7222 Skyline Dr. SD 92114	(619) 527-3500
Southern Division	1120 27th St. SD 92154	(619) 424-0400
Traffic Division	9265 Aero Dr. SD 92123	(858) 495-7800
Western Division	5215 Gaines St. SD 92110	(619) 692-4800